



HUMAN RESOURCES

Staff Training & Development – Fall 2009

Greetings from Staff Development!

We are pleased that the online Staff Training & Development Catalog has received positive feedback. You will find a comprehensive listing of training opportunities available in one place. With this online format, you click on links that will not only take you to additional information for some of the course offerings, but also make registration easier.

As a member of the UNCW community, you have so many learning opportunities available to you, and now they are just a mouse click away! We encourage you to challenge yourself by taking a course that will enhance your current skills and competencies or enable you to learn something new.

Take advantage of the UNCW learning experience and . . .

Keep on Soaring!



Registration Information

To register for an HR sponsored workshop only, simply complete the online form found on each page of this booklet of HR courses and submit online: <http://www.uncw.edu/hr/training-form.html>

Please make certain you register for the course according to the heading at the top of the course outline; otherwise your registration may be delayed and the class filled. Please give us 48 hours notice if you need to cancel your course attendance.

For all other classes, please follow that department's registration instructions within this booklet.

Important Note: A Certificate of Completion is included for staff interested in obtaining documentation from course facilitators (see page 44).

- **Location, Location, Location**

Please make certain you pay attention to the course outline for the location of each session.

- **Costs?**

All courses are offered at no charge, unless otherwise noted.

- **Questions?**

Call Human Resources at 2-7773 for information on classes, registrations or suggestions for professional development opportunities.

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FOR NEW EMPLOYEES

New Employee Orientation (NEO) 2009 Updates!

New employees are welcomed and introduced to UNCW's History, Mission, and the University's Strategic Goals, in addition to receiving cool "give-aways" from departments that provide services and information for all UNCW staff. 2008 marked the beginning of the new two-day orientation process for each new employee during their first months of employment at UNCW. Additional topics include Benefit Enrollment, Safety Orientation, Workplace Violence Prevention, Campus Shooter Response, and Diversity: Respecting Our Differences.

Dates: September 2-3, October 7-8, November 4-5, December 2-3

Time: 8:30 am- 5:00 pm

Audience: New Employees

Facilitators: Denise Matroni, Amy Evans, Elizabeth Greene, and Kelly Kennedy - Human Resources
Aretha Jones-Cook - Academic Affairs
Stan Harts - EH&S
Lt. James Watkins - University Police

FOR MANAGERS AND SUPERVISORS

<http://www.uncw.edu/hr/training-form.html>

Managing Effective Performance (MEP)

Program: SMD
Section: 408

This program is for middle managers (those who supervise supervisors); professionals who have program management responsibilities but who may not supervise employees directly; and supervisors of professional staff. Managing Effective Performance replaces *Supervision for Managers and Professionals (SMP)* and is a pre-requisite for *NC Certified Public Manager* program. Managing Effective Performance provides participants with strategies to effectively carry out the leadership aspects of the management role. Courses concentrate on applying leadership processes to facilitate the effective performance of individual employees and work teams. Completion of an online *Situational Leadership* module is required prior to attending any of the three classroom sessions. Successful completion of the program requires full participation in the online module and all three sequential classroom sessions as well as passing an online examination.

Important Course Information: Courses are taught in two-day sessions. There are three classroom sessions, typically scheduled with one or two weeks between the sessions. The exam is available to participants online for a two-week period beginning one week following the last classroom session. Total program time averages 48 hours (including time spent online for the *Situational Leadership* module, final exam, and other out of class assignments). **The online coursework is completed by participants prior to the second session of each course.**

Duration: 48 hours (Time estimated includes classroom and online requirements)
Time: 9:00 AM - 5:00 PM
Locations: Various - Please check our website: www.osp.state.nc.us/ExternalHome/HRD/HRD.htm
Class Limit: 24
Minimum Enrollment: 16 / Cost: \$295
Course Facilitators: Kathi Parker & Susan Adams

Special Note: Registration for this program is handled through your agency's training coordinator. For more information contact Joan Davis at (919)733-6865; email: joan.davis@osp.nc.gov.

Certified Public Manager Program

Are you taking the necessary steps to be the best manager you can be?
If you are a state government middle manager who has successfully completed:

- 1) Supervision for Managers/Professionals, Managing Effective Performance, Fundamentals of Management or Introduction to Supervision (scoring 90 or better on the final exam);
- 2) The Equal Employment Opportunity Institute; and
- 3) Performance Management or Interaction Management, then this is the program for you.

The Certified Public Manager (CPM) Program is a structured curriculum that provides an in-depth, comprehensive, competency-based, developmental program for middle managers from state government agencies and universities. The program consists of the Management Development Planning Workshop (MDPW), 8 courses (not including the prerequisites); each delivered in 2-1/2 day sessions over a two-year period with the completion of an individual project. The CPM Program is authorized under the auspices of the National Certified Public Manager Consortium to designate those who successfully complete all program requirements as Certified Public Managers. **The cost for this program is \$1100, paid over 2 fiscal years of \$550 each year. For more information contact:** Jean Waters at (919) 733-9677; email: jean.waters@osp.nc.gov, or visit our website: www.osp.state.nc.us.

For Managers and Supervisors -continued-

<http://www.uncw.edu/hr/training-form.html>

EEOI The Equal Employment Opportunity Institute

More and more organizations are finding themselves involved in the litigation process because they have not trained their managers and supervisors to understand their responsibilities under the employment laws. The Equal Employment Opportunity Institute (EEOI) is designed with the latest information needed to help managers and supervisors understand federal and state equal employment opportunity laws, affirmative action, and how they apply to daily work situations. Managers and supervisors will also receive information to help them work more effectively with a diverse workforce and discover how to build an inclusive work environment free from discrimination. **This is a mandated course for all state government managers and supervisors under House Bill 959 and G.S. 126.16.1.** The course is 1-1/2 days in length and is conducted throughout North Carolina. For scheduled dates, locations, and additional information, visit our website <http://www.osp.state.nc.us/ExternalHome/HRD/Programs/eoi/eoiindex.html> or call Heather Evans at: (919) 733-2601, email: heather.evans@osp.nc.gov. **Special Note:** Registration for this course is handled through your agency's EEOI Coordinator.

Copy into your web browser: https://www.formsite.com/waters/form789800950/secure_index.html

OPERATION – HOME SWEET HOME

Operation – Home Sweet Home

Operation Home Sweet Home is an education and outreach program designed to assist UNC Wilmington employees in the home-buying process. Local experts will present information about the credit process, mortgage lending guidelines, and real estate information to assist in the purchase of a home in a clear and simple manner. Credit counselors, lenders and realtors will be on hand for one-on-one counseling after an informative presentation.

Dates/Times: Wednesday, September 23 3:00 – 5:00 pm
 Tuesday, September 6 9:00 – 11:00 am

Location: TBD

If interested, contact Carol Noble: noblec@uncw.edu

Keep on Soaring!



PROFESSIONAL SKILLS DEVELOPMENT

<http://www.uncw.edu/hr/training-form.html>

Becoming an Ally: Project B-GLAD

As an institution of higher learning, it is important to create an environment which supports the academic and professional success of students, faculty and staff. This 3-hour workshop is designed to examine ways to foster healthy dialogue and acceptance of sexual orientation issues. Through Project B-GLAD (Bisexuals, Gays, Lesbians and Allies for Diversity), interested participants will be able to obtain a symbol to be displayed in the workplace to visibly show support and understanding for gay, lesbian and bisexual members of the campus community. To register, contact Buffy Ruffin at ruffinb@uncw.edu, and please plan to stay for the entire workshop.

Date: September 10, and November 5 2009

Time: 1:00 – 4:00 pm; Location: TBA

Audience: All UNCW Employees

Facilitator: Project B-GLAD Facilitation Team

Identity Verification Processing (required by Department of Homeland Security)

Do you process I-9s? Enter E-Verify? Then this training is for you. Training will cover Form I-9 documentation and the E-Verify System, which are used to perform employment eligibility verifications on all newly hired employees (including graduate and undergraduate student workers).

Dates: January 22, March 24, May 21, July 21, September 22

Time: 9 am -12 pm

Location: Hoggard Hall 133A

Audience: Anyone responsible for I-9 documentation and processing

Facilitator: Robyn Maness 2-2103

Harassment Awareness Mini-Conferences

Conducted by the Office of Human Resources and the Office of the General Counsel. All UNCW employees are encouraged to attend these sessions to learn what behaviors constitute harassment, how to be responsible for one's behavior, and how to work toward creating an environment which is free of harassment. The session involves an interactive process in which scenarios are presented to participants using a case-study approach.

Dates: September 23 Time: 9:00 am -11:30 am / *Warwick*

October 19 Time: 9:00 am -11:30 am / *Burney*

November 12 Time: 1:00 pm - 3:30 pm / *Burney*

Audience: All UNCW Employees

Location: see above

Facilitator: General Counsel & Human Resources Personnel

To register for a Harassment Awareness Conference, please click here:

<http://www.uncw.edu/hr/harassment-conferences-registrationform.html>

Professional Skills Development -continued-

<http://www.uncw.edu/hr/training-form.html>

Harassment Awareness Online



In response to concerns about the time required for the mini-conferences, the offices of Academic Affairs, Human Resources, ITSD and General Counsel arranged an alternative means of completing the required harassment awareness course. In lieu of the mini-conference, you may choose to complete an online version which averages one hour in length. Detailed instructions are below. To use the computer based training, please log into SeaPort at <http://seaport.uncw.edu> using your e-mail username and password.

- Pop-up blockers need to be turned off in order for the course to run. You may receive a message which will instruct you how to fix this issue.
- Faculty can find the link to CBT-SkillPort on the Faculty tab-Faculty Services channel. (left side of the screen)
- Staff can find the CBT-SkillPort on the Employee tab-Employee Services channel. (right side of the screen)
- Once in SkillPort, click on the Catalog link on the black bar at the top of the page, and then select the UNCW Custom Content Repository.
- There will be two “unlawful workplace harassment” courses available: *Supervisor/Manager* and *Faculty/Staff*. Please choose the course that fits your primary position.
- Click on the “play” button to start the course. If you have problems accessing the course, please contact TAC at 2-4357.
- You have successfully completed the course when you score 80% or higher on the course test. Human Resources will receive a record of your course completion.

If you have attended a Harassment Awareness Mini-Conference, you have met your current obligation for training. You may confirm your attendance with your supervisor, department chair or dean. If you have not yet participated, then you must attend either the mini-conference or complete the online education by the end of December 2009. New employees will be required to complete the education within 6 months of hire. Beginning in 2010, employees will be required to participate in training every 3 years.

Professional Skills Development -continued-

<http://www.uncw.edu/hr/training-form.html>

Records Retention (Keep it, File it, Share it, Delete it, Shred it or Archive it: What to do with UNCW Records and When)

The State of North Carolina and the UNC General Administration have approved a new records retention schedule for the UNC system. If you are the custodian of records for your office, have responsibility for records management or want to learn more about the legal obligations, you should attend this workshop. You will learn what constitutes a public record, what key exceptions exist for keeping records confidential, the length of time required to keep records before they may be destroyed, the types of UNCW information gathered by Archives, how to request a modification to the schedule for specific records, the university's policies on FERPA and public records requests, and how to best maintain the enormous number of electronic records received and sent on a daily basis.

Dates Offered: Wednesday, September 23, 2009, 1:00 PM to 3:00 PM, in Randall Library, Rm. 1022;
Friday, October 30, 2009, 9:00 AM to 11:00 AM, in Randall Library, Rm. 1022.
Audience: All UNCW employees
Facilitators: Personnel from the General Counsel Office, ITSD, and Randall Library

Family Educational Rights and Privacy Act (FERPA) Fundamentals

FERPA is the federal law that regulates the privacy of student records. Learn what information is considered private and the numerous exceptions for disclosure in limited circumstances and whom to involve. Also, learn the latest amendments to FERPA issued by the US Department of Education and the implications to UNCW.

Date: Tuesday, October 13, 2009
Time: 11:00 am to 12:00 noon, in Alderman Hall, Room 215
Audience: All UNCW employees
Facilitator: Office of General Counsel

Keep on Soaring!



ADMINISTRATIVE OPPORTUNITIES

<http://www.uncw.edu/hr/training-form.html>

Finance Training Certificate Program

The Finance Training Certificate Program includes three comprehensive certificate levels that lead you through a progressive track of study of the university's financial processes and systems. To learn more about this program, go to our website at http://uncw.edu/ba/finance/financetraining/For_Staff.html.

Cost Saving with Seahawk Mail

Seahawk Mail presents a Mail Preparation workshop. The USPS offers discounts for presorted first class and standard mailings because Seahawk mail does the work that otherwise would have been done by USPS. Presorted first class and Standard rates are discounted from "single-piece" rates. Standard mail is a way to save money on postage (20%-40%). There are various levels of savings depending on how the mailing is prepared. Join us for this priceless cost-saving training. Topics covered at the workshop: Basic Preparation, Rates, Discounts, Permit Imprint Guidelines, Mail Piece Dimensions, Nonprofit Qualifications, Mail List Preparation, and Variable Data Addressing.

Date: October 8
Time: 9:00 – 11:30 am
Audience: All UNCW employees
Location: Environmental Health & Safety
Facilitator: Michael Lloyd

Effective Techniques for Printing Projects

Have you ever wondered how to get your departmental brochure designed, printed and mailed on time? Have you ever been unsure of what information you need to provide Printing Services to make sure your printed project meets your expectations? We will discuss topics such as services offered, traditional printing vs digital printing, how to get a project started, how to get an estimate, and much more. So come ready to learn and ask all the questions you ever had but didn't ask.

Date: October 14, 2009
Time: 10:00 am to 12:00 Noon
Audience: All UNCW Employees
Location: Human Resources Training Room / New Centre
Facilitator: Don Harty

Information Security & You

Do you know what is required of you in terms of appropriate and responsible use of University Electronic Equipment? Do you know how to keep your files and equipment safe from viruses, worms, phishing and hackers? Want to learn how to minimize the possibility of identity theft? Protect your cell phone and personal digital assistant equipment from the folks who would like to access your data and identity information. A must course for anyone who uses PC's, cell phones, and PDA's. Learn and implement the electronic security measures and practices you need to ensure that your data, files and equipment remain safe and secure.

Date/Time: Friday, TBD / 9:00-11:00 am Friday, TBD / 1:00-3:00 pm
Audience: All UNCW Employees
Facilitator: Zachery S. Mitcham, IT Security Officer

BUSINESS SKILLS

<http://www.uncw.edu/hr/training-form.html>

Cameron School of Business Courses

Faculty and Staff receive 10% off listed price (except as noted).

Cameron School of Business Executive Certificate Program

This affordable, high quality business certificate program is designed for professionals seeking to advance business knowledge and skills.

Date: September 9-November 23 (Mondays/Wednesdays only)

Time: 6-9pm

Audience: Those who need to fill gaps in their business education, have been out of college for many years and wish to brush up on their expertise, or anyone looking for a career change

Facilitator: Cameron School of Business instructors and local business professionals

Cost: \$965 (10% discount to UNCW staff and alumni)

For more information: www.uncw.edu/bcert

Project Management Certificate Program

Designed for professionals seeking to advance project management knowledge and skills through a comprehensive certificate program and to prepare for the PMP® exam.

Date: October 1, 8, 15, 22, 29, November 5, 10, 12, 17, and 19

Time: 6-9pm

Audience: Those who need to learn how to better prepare project schedules; develop project measures and advanced approaches to project control; how to develop, lead and motivate project teams; manage project risk and financial budgets and constraints.

Facilitator: Dr. Drew Rosen (CSB professor) and Joe Daugherty (local business professional)

Cost: \$995 (10% discount to UNCW staff and alumni)

For more information: www.uncw.edu/pm

Certified Financial Planner (CFP®) Program

This program is for professionals in brokerage, insurance, accounting, banking, and others looking to advance financial services skills to become accredited financial service providers.

Date: Ongoing; full program lasts January of current year until April of next year; total of six modules

Time: One night a week for eleven weeks, 6-9:30pm

Audience: Anyone planning to sit for the CFP® exam

Facilitator: Various CSB instructors and local business professionals

Cost: \$700 per module

For more information: www.uncw.edu/cfp

Project Management Boot Camp

This intense course provides the opportunity to learn advanced aspects of project management including planning, managing, controlling and completing projects.

Date: TBD (five evenings)

Time: 6-9pm

Audience: Those who need the key fundamentals for managing projects and the role as a project manager

Facilitator: Dr. Drew Rosen

Cost: \$200 (10% discount to UNCW staff and alumni)

For more information: www.uncw.edu/pmbootcamp

Business Skills -CSB Courses continued-

GMAT® Prep and Review Course (Graduate Management Aptitude Test)

This course will prepare individuals for the GMAT exam by teaching test taking techniques, strategies, and unique problem solving approaches to help achieve the score you need.

Date: September 19 and 20 (also additional course TBD in November)
Time: 8am—5pm
Audience: Anyone reviewing to take the GMAT exam
Facilitator: Dr. Bill Sackley and Dr. Susan Ivancevich (CSB professors)
Cost: \$295

Accounting and Finance for Managers

Designed to help non-financial professionals understand how businesses measure, report, manage and analyze the results of operations. Participants build a financial perspective of business by walking through the basics of accrual accounting, financial reporting, regulation and fundamental analysis—in plain English. Subsequent sections address the use of financial information in management and decision making. Topics include product costing, allocation of shared costs, standards and variance analysis, budgeting, capital budgeting, and planning for profit.

Date: TBD (please check www.uncw.edu/cbes for dates)
Time: 6:00-9:00pm
Audience: Non-financial managers/business owners without professional finance training who must use such skills in their daily activities
Facilitator: Dr. David Mautz
Cost: \$295

Keep on Soaring!



ENVIRONMENTAL HEALTH AND SAFETY

To register for any of these training classes, contact *Priscilla Sykes*, ext. 3057, sykesp@uncw.edu.

CPR/AED/First Aid

Adult CPR; Automated External Defibrillator; and First Aid training are offered on a regular basis and on special requests. It is conducted as two sessions in one day and upon successful completion, participants are certified for Adult CPR/AED for one year and First Aid for three years through the American Red Cross.

Date/Time:

September 17 8:30am – 3:00pm

October 14 8:30am – 3:00pm

November 12 8:30am - 3:00pm

December 9 8:30am – 3:00pm

Cost: \$40.00

Facilitators: Mike Seigh, EH&S

Location EH&S Training Room

Classes available for four or more participants upon request.

Preparing for Emergencies

These classes are designed to help faculty and staff recognize, prevent and react to emergencies and make sure that departments have adequate plans in place in the event of an emergency. Topics will include the full active shooter training, as well as preparations and departmental and university planning for hurricanes, fires, tornados, medical emergencies, gas leaks and more. The sessions also will include training on the use of a new siren alert system.

Date/Time: Taught upon request

Facilitators: Stan Harts, EH&S

James Watkins, University Police

Location: EH&S Training Room

Classes available for four or more participants upon request.

Storm Spotter

Become a certified National Weather Service Storm Spotter. The most important resource the National Weather Service has is citizens who can recognize threatening weather and relay the information. This training will teach you how to recognize severe weather such as tornados, thunderstorms, flooding, lightning, hail, and microbursts; know what weather phenomena needs to be reported; and how to relay the information to the National Weather Service. By taking this training you will also enhance UNCW's status as a StormReady university.

Date/Time: Taught upon request

Facilitators: EH&S

Location: EH&S Training Room

Classes available for four or more participants upon request.

Environmental Health & Safety -continued-

To register for any of these training classes, contact **Priscilla Sykes, ext. 2-3057, sykesp@uncw.edu.**

Suspicious Package

Do you handle mail and packages for your department on a regular basis? If so, this essential training will help you know how to identify suspicious packages, understand threats, protect yourself, and understand emergency procedures for suspicious packages on campus.

Date/Time: Taught upon request
Facilitators: EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Rip Current Awareness

Come learn about an ocean hazard more deadly than sharks! Rip currents claim many lives each year. In this training you will learn what a rip current is, how to identify one, how rip currents are forecasted, and what to do if you find yourself caught in one. This is particularly valuable training for people new to the area and plan on becoming frequent beach goers, or for people who are interested in getting involved with rip current education programs.

Date/Time: Taught upon request
Facilitators: EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Bloodborne Pathogens – Preventing Disease Transmission (OSHA 29 CFR 1910.130)

Designed to protect workers at risk of occupational exposure to bloodborne pathogens such as HIV, Hepatitis B and Hepatitis C virus. Cases of occupational transmission are low and preventable. Annual training required.

Date/Time:
October 13 9:30am to 12Noon
December 15 9:30am to 12Noon
Cost: \$10.00
Facilitators: Stan Harts/George Accattato, EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Respiratory Protection (OSHA 29 CFR 1910.134)

In certain situations employees may need to wear respiratory protection in order to safely perform their jobs. No employee may wear an air purifying respirator prior to enrollment in the program. The program includes training, selection and fit testing of an appropriate respirator and an annual qualifying medical exam. Bring your respirator to each session.

Date/Time:
October 7 10:00am to 11:00am
Cost: \$10.00
Facilitators: Stan Harts/Deb Tew, EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Environmental Health & Safety -continued-

To register for any of these training classes, contact *Priscilla Sykes*, ext. 3057, sykesp@uncw.edu.

Laboratory Workers Radiation Safety (15A NCAC 11)

NC Radiation Protection Agency required training for anyone working in a university laboratory who utilizes radioactive materials in their work. The course covers basic awareness through 'occupational radiation worker' levels. Course content includes signage, radiation basics, health physics practices, disposal, exposure monitoring, etc. **This training is required for anyone who will work with radioactive materials unless formally waived by UNCW Environmental Health & Safety Department.**

Date/Time: Taught as needed 9:00am to 12 noon
Facilitators: George Accattato, EH&S
Location: EH&S Training Room

Lab Safety(OSHA 29 CFR 1910.1450)

Covers policies and practical information for all employees and students engaged in the laboratory use of hazardous materials including Radiation Awareness. Training topics include descriptions of chemical and other hazards in the workplace, basic toxicology, exposure prevention and detection, and laboratory waste disposal. Required training is provided to faculty, staff teaching assistants and laboratory technicians. Students are welcome to attend.

Date/Time:
October 1 9:00am to 10:30am
November 4 10:00am to 11:30am
Facilitators: Deb Tew/George Accattato, EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Lab Safety Awareness

Workshop addresses basic laboratory safety concepts for those who enter laboratories to perform maintenance, housekeeping and other support functions. This class describes warning signs, emergency procedures and general awareness principles.

Date/Time: Taught as needed
Facilitators: Deb Tew/George Accattato, EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Formaldehyde(OSHA 29 CFR 1910.1048)

Required training for anyone who works in a lab that utilizes formaldehyde. Covers the OSHA standard including signage, handling, ventilation, PPE and disposal.

Date/Time:
October 1 10:30am to 11:00am
November 4 11:30am to 12Noon
Facilitators: Deb Tew, EH&S
Location: EH&S Training Room
Classes available for four or more participants upon request.

Environmental Health & Safety -continued-

To register for any of these training classes, contact *Priscilla Sykes, ext. 3057, sykesp@uncw.edu*.

Portable Fire Extinguisher(OSHA 29 CFR 1910.178)

This session focuses on the various types of extinguishers used on campus and the pros and cons of each type. Proper operation of extinguishers and the types of fires they are best suited for will be discussed and demonstrated.

Date/Time

September 15 9:00am to 11:00am

October 13 1:00pm to 3:00pm

November 10 1:00pm to 3:00pm

Facilitators: Danny Edens, EH&S

Location: EH&S Training Room

Classes can be conducted at your departmental staff meeting upon request.

Industrial Low-Lift Trucks/Forklift (OHSA 29 CFR 1910.178)

This training is designed to help employees understand the main hazards of industrial trucks, general safety principles for all kinds of hand trucks and special rules for using two-wheeled hand trucks, four-wheeled hand trucks, pallet movers and powered hand trucks. Powered industrial trucks to include forklifts, platform lift trucks and other specialized industrial trucks powered by internal combustion engines may only be used by trained authorized operators. Training includes classroom time and a practiced skills evaluation. Three year certification issued.

Date/Time:

September 22 8:00am to 12 Noon

October 20 1:00pm to 4:00pm

November 17 1:00pm to 4:00pm

Cost: \$15.00

Facilitators: Danny Edens, EH&S

Location: EH&S Training Room

Classes available for four or more participants upon request.

Hazard Communication(OSHA 29 CFR 1910.1200)

Provides employees with effective information and training on hazardous chemicals in their work area at the time of initial assignment and whenever a new physical or health hazard, the employees have not been previously trained on, is introduced into their work area. Training will enable employees to obtain the necessary information from a Material Safety Data Sheet (MSDS).

Date/Time:

September 16 2:00pm to 3:00pm

November 19 10:00am to 11:00am

Facilitators: Stan Harts, EH&S

Location: EH&S Training Room

Classes can be conducted at your departmental staff meeting upon request.

Environmental Health & Safety -continued-

To register for any of these training classes, contact **Priscilla Sykes, ext. 3057, sykesp@uncw.edu**.

Back injuries and slips, trips and falls cost UNCW more than any other type of accident. This training consists of two American Red Cross courses that cover the following:

Back Injury Prevention

Back injury prevention covers the causes of back pain and instruction on how posture, stretching and safe lifting skills can reduce the risk of injury.

Date/Time: November 9 9:00am to 10:00am

Cost: \$5.00 (or less for larger groups)

Facilitators: Stan Harts

Location: EH&S Training Room

Classes can be conducted at your departmental staff meeting upon request.

Slip/Trip/Fall

Slips, trips and falls training includes the causes of accidents and their remedies in addition to practical advice on shoe selection, ladder safety and injury prevention programs.

Date/Time: November 9 10:00am to 11:00am

Cost: \$5.00 (or less for larger groups)

Facilitators: Stan Harts

Location: EH&S Training Room

Classes can be conducted at your departmental staff meeting upon request.

Keep on Soaring!



PERSONAL SAFETY

Sponsored by University Police Department

<http://www.uncw.edu/hr/training-form.html>

Rape Aggression Defense

The Rape Aggression Defense System teaches realistic self-defense techniques for women. This comprehensive, women-only course begins with awareness, prevention, risk reduction and risk avoidance, while progressing on to the basics of hands-on defense training. This course carries a *free lifetime return and practice policy* for all RAD graduates.

Register on-line: <http://www.uncw.edu/ba/police/radschedule.htm>

Audience: Faculty, Staff and their spouses and children
Session I: Tues & Thur, Sept 1-10 6:00 – 8:30 pm
Session II: Sat & Sun, Sept 19-27 1:00 – 4:00 pm
Session III: Mon & Wed, Oct 12 – 21 6:00 – 8:30 pm
Session IV: Sat & Sun, Oct 31 – Nov 8 1:00 – 4:00 pm
Facilitators: Cynthia Deacon/962-2222
Location: Varies

Community Response to Violent Incidents

This presentation raises awareness and facilitates discussion regarding the options that should be considered if faced with a potentially violent situation. The instructor's outline relies on the lessons learned from Columbine High School and other incidents of violence that have occurred in educational settings within the United States, and relates it to the UNCW community. Among the issues reviewed are securing classrooms and workspaces, communication procedures, and law enforcement response. This is a 45 minute PowerPoint presentation that can be conducted at any requested location.

Date/Time: TBA
Facilitator: Lieutenant James Watkins, UPD
For information call 962-7768

Defensive Driving

This course provides drivers with knowledge and safe driving techniques to prevent collisions and violations. It focuses on collision prevention through hazard recognition and application of collision-avoidance techniques. The course also addresses common driving violations that result in collisions and how to change driving habits to eliminate moving violations. **This course is required for employees who operate a state vehicle as a routine part of their job.**

Date/Time: TBA
Facilitator: Lieutenant James Watkins, UPD
For information call 962-7768

PERSONAL SAFETY -continued-

Sponsored by University Police Department

<http://www.uncw.edu/hr/training-form.html>

15 Passenger Van Safety Course

This course addresses the differences in size and handling of the 15 passenger van and the greater responsibility drivers have while transporting multiple passengers. It focuses on collision prevention through hazard recognition and application of collision-avoidance techniques. It also addresses common driving violations that result in collisions and how to change driving habits to eliminate moving violations. **This is a required course prior to driving a 15 passenger van.**

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

The Co-Worker Guide to Recognizing Signs of Domestic Violence

This course educates workers on how to recognize any signs that a co-worker may be involved in a domestic violence-related relationship. This course also covers recent domestic violence workplace statistics and offers conflict resolutions and discusses resources that are available to victims. This is a 45-minute PowerPoint presentation that can be conducted at any location and time.

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

Keep on Soaring!



RANDALL LIBRARY WORKSHOPS

<http://www.uncw.edu/hr/training-form.html>

The Randall Library workshop series provides the UNCW community with opportunities to learn about new technologies, resources and issues affecting the changing information landscape.

- No registration required for workshops, unless otherwise noted
- All workshops are held in **Randall Library Room 1022** unless otherwise noted
- Open to all UNCW faculty, staff and students
- Schedule available online: <http://library.uncw.edu/workshops/>

On Demand Workshops: Many workshops are now available “on demand.” We can provide a workshop to your class or at a staff/faculty meeting or to a small group. Look for workshops that are noted as “on demand” and contact Anne Pemberton to schedule one or more.

Contact Anne Pemberton, Randall Library Instructional Services Coordinator
pembertona@uncw.edu or 910.962.7810

Library Lowdown: Randall Library Resources in a Nutshell (Also Available on Demand)

This workshop will introduce you to the resources and services available at Randall Library: Library catalog, research databases, library programs and services, your library record, and much more. There will be plenty of opportunities to ask questions and get help! This workshop is especially helpful for freshmen, new faculty, new graduate students, non-traditional students and transfer students.

Dates/Times:

Friday	Aug. 28	1:00 – 2:00 p.m.
Wednesday	Sept. 2	Noon – 1:00 p.m.
Friday	Sept. 4	Noon – 1:00 p.m.

Library Tours

Tours of Randall Library are available on request. Contact Anne Pemberton at pembertona@uncw.edu or 910.962.7810 to schedule a tour.

Tours last approximately 45 minutes and begin at the library’s Customer Services/Circulation Desk on the first floor. This desk is immediately on your left as you enter Randall Library.

Combating Information Overload (Also Available on Demand)

Ever feel like you are drowning in information and you can’t keep up? Learn about alert services, RSS, and techniques for managing your e-mail that will keep you from suffering from information overload.

Date/Time: Wednesday Oct. 14 11:00 a.m. – Noon

Copyright and Creative Commons (Also Available on Demand)

If you are an author, you are a copyright owner. Do you know what protections are afforded by copyright? Do you want to reserve all or only some of these rights? This workshop offers a brief introduction to copyright and the basics of licensing agreements, including Creative Commons licenses, which are rapidly gaining support in academic institutions.

Date/Time: Wednesday Oct. 21 11:00 a.m. – Noon

Randall Library Workshops -continued-

Contact Anne Pemberton, Randall Library Instructional Services Coordinator
pembertona@uncw.edu or 910.962.7810

Integrating Library Resources into Your Blackboard Course (Also Available on Demand)

Don't forget to include Library Resources when you put together your Blackboard Course. This workshop will show faculty how to integrate research tools into Blackboard.

Date/Time: Friday, Sep. 25 2:00 – 3:00 p.m.

Managing Your Citations: EndNote (Also Available on Demand)

This workshop introduces EndNote (the software) which enables users to create easily searchable “libraries” of citations and format bibliographies in any format with only a couple clicks of the mouse.

Date/Time: Wednesday Oct. 7 11:00 a.m. – Noon

What Can Seahawk DOCKS Do For You? Brown Bag Lunch

Seahawk DOCKS is a new online database of scholarly works produced by UNCW faculty and students, and it is searchable by Google. Over a brown bag lunch, we will show features of Seahawk DOCKS and how to submit your works, which can potentially increase your citation counts. This workshop will also teach you how to retain your rights as an author to use your scholarly publications in ways that you want to.

Date/Time: Thursday October 22 Noon – 1:00 p.m.

Keep on Soaring!



Randall Library Workshops -continued-

Contact Anne Pemberton, Randall Library Instructional Services Coordinator
pembertona@uncw.edu or 910.962.7810



On the Web

All About Google (Also Available on Demand)

Get the most out of Google! Learn about Google's unique tools: Google Books, Google Scholar, Google Maps, Google Earth, Google Uncle Sam, Google Images, advanced searching, site searching, and more!

Date/Time: Friday Sept. 18 11:00 a.m. – Noon

Google Docs (Also Available on Demand)

Use Google Docs to create documents, spreadsheets, presentations, and forms and collaborate with your colleagues anywhere in the world. It's powerful, it's easy, and it's free.

Date/Time: Friday Oct. 16 2:00 – 3:00 p.m.

Oh, The Audacity (Also Available on Demand)

Audacity is a free recording studio in your computer. Learn the basics of recording, editing, mixing, special effects and exporting sound files using the free, open source software Audacity.

Date/Time: Friday Nov. 20 2:00 – 3:00 p.m.

Second Life: Living in a Virtual World (Also Available on Demand)

Second Life (SL) is a 3-D virtual world entirely built and owned by its residents. Since 2003, it has grown explosively and today is "inhabited" by more than 17 million people from around the globe. Students and educators can work together in SL from anywhere in the world as part of a globally networked virtual classroom environment. Using SL as a supplement for traditional classroom environments also provides new opportunities for enriching an existing curriculum. Many universities and educational institutions are already using SL. This session will introduce you to SL.

Date/Time: Wednesday Sept. 23 11:00 a.m. – Noon

SimplyMap It!

SimplyMap is a web-based mapping application that enables you to quickly create professional-quality thematic maps and reports using powerful demographic, business, and marketing data. SimplyMap turns complex data into valuable information that is easily accessed through an innovative and user-friendly interface. Come learn about this exciting new resource from Randall Library.

Date/Time: Wednesday Nov. 4 3:30 – 4:30 p.m.

Randall Library Workshops -continued-

Contact Anne Pemberton, Randall Library Instructional Services Coordinator
pembertona@uncw.edu or 910.962.7810

Social Networking 101 (Also Available on Demand)

This workshop provides an overview of social networking tools such as Facebook, MySpace, and Twitter.

Date/Time: Wednesday Sept. 9 11:00 a.m. - Noon

Wikipedia 360: The Good, the Bad and the Anonymous (Also Available on Demand)

This workshop provides a holistic overview of Wikipedia, “the free encyclopedia anyone can edit.” Faculty, staff and students will learn to use Wikipedia effectively and critically.

Date/Time: Wednesday Sept. 30 11:00 a.m. - Noon

Make Your Research Better, Easier and Faster

Advanced Research Techniques for Graduate Students (Also Available on Demand)

Learn about selecting and searching the right databases for your research topics, advanced Web searching techniques and Randall Library's Student Thesis Assistance at Randall (STAR) program.

Date/Time: Monday Sept. 28 6:30 – 7:30 p.m.

Psyched About Research (Also Available on Demand)

This workshop explores various resources available for researching the subject of psychology. We'll look at books, databases, Web sites and videos available through Randall Library. Although this workshop is geared towards students taking psychology classes, all students will find the general search techniques helpful.

Date/Time: Friday Sept. 2:00 – 3:00 p.m.

The Truth is Out There: Critical Thinking in Research (Also Available on Demand)

If it's on the Web, it must be true. This workshop is designed to help you develop critical evaluation skills for online resources.

Date/Time: Friday Oct. 30 2:00 – 3:00 p.m.

Randall Library Workshops – On Demand Only

The following workshops are provided on demand only. We can provide these workshops to your class or at a staff/faculty meeting or to a small group. Contact Anne Pemberton to schedule one or more.

**Anne Pemberton, Randall Library Instructional Services Coordinator, at
pembertona@uncw.edu or 910.962.7810**

Analyzing Publications for Faculty (On Demand Only)

This workshop is designed especially for tenure-track faculty. It will assist and guide attendees in utilizing Randall Library resources to analyze the impact of their publications in preparation for annual and/or tenure review.

Finding Stuff You'll Love: Films, Music & Books (On Demand Only)

If you love *Iron Man*, what other films would you like? The last good book you read was Harry Potter, and you haven't been able to find another one you've liked as much since. You're in the mood for some quirky, fun music. What bands or albums fit your mood? Using a variety of Internet resources, this workshop will help you find film, music, books and more that you will love at Randall Library.

ILL and Document Delivery (On Demand Only)

Designed primarily for faculty and graduate students, this workshop will offer best practices for utilizing interlibrary loan and document delivery at Randall Library. Please join us to learn how to obtain must-have research in a variety of formats for all your scholarly and informational needs!

NIH Mandate: What You Need to Know (On Demand Only)

The National Institutes of Health (NIH) recently mandated that all researchers funded with NIH grants deposit a copy of their peer-reviewed articles into PubMed Central. Similar mandates from other agencies are highly likely in the future. This workshop will explain the NIH mandate and what you need to know about it as faculty.

OER Initiatives: Sharing Teaching & Learning Materials (On Demand Only)

Open educational resource (OER) initiatives support the sharing of teaching and learning materials among instructors around the world. These Internet repositories provide educational materials for any and all to use and re-use for free. Learn more about this effort and the resources you can use to find or share teaching and learning materials.

Plagiarism 101 (On Demand Only)

Despite the best of intentions, plagiarism can sneak up on you when writing papers and projects. Come to this workshop, primarily designed for undergraduates, to learn what to do – and what not to do – to protect yourself and your scholarly work from plagiarism.

Zotero (On Demand Only)

Faculty, students, and staff – learn how to use the free Firefox extension Zotero to manage your bibliographic citations and export formatted bibliographies in a variety of styles (MLA, APA, etc.). Zotero will make your research process more productive, efficient...and fun!



FITNESS FOR LIFE WORKSHOPS

Campus Recreation instructional programs are non-credit programs that emphasize the development of abilities to acquire and apply knowledge learned in a specific program area. Program offerings vary each semester.

For more information and other programs available, please call or visit: www.uncw.edu/campusrecreation
FC-Fitness Center, AR-Aerobics Room, CR-SRC (Class Room-Student Recreation Center) #114

Adult Learn to Swim

This course is designed for adults wishing to learn how to swim or who have had little formal swimming experience. Instruction will be tailored to your needs. Strokes introduced include freestyle, backstroke, breaststroke, elementary backstroke and sidestroke. Class limit: 8.

Dates/Times: Sundays, Sept. 13, 20, 27, Oct. 11, 18, 25; 4 – 5 p.m.

Salsa Dancing Classes

Salsa music was created by Spanish-speaking people from the Caribbean. Salsa dancing mixes African and European dance influences through the music and dance fusions that are the roots of Salsa. Join us to learn Salsa and experience a whole new world of dancing!

Dates: Mondays August 31 – September 28
Time: 8:45 – 10:00 pm
Location: SRC Group Exercise Room
Registration Date(s): Wed, August 19 – Wed, August 26
Non-Refundable Fee: Students \$20.00 Faculty/Staff \$25.00

Belly Dancing Class:

This instruction dance class is designed to learn the basics of Belly Dancing, one of the oldest ancient dances! This class will provide a mild to moderate workout. Each class consists of a series of warm-ups, stretches, belly dance moves and cool-down stretches all set to music. The basic movements will be taught and then grouped into combinations to make it easier to re-create this workout at home. Wear comfortable workout clothes and something at your hips (belt, scarf, etc.).

Dates: Mondays October 12 – November 16
Time: 8:30 – 9:45 pm
Location: SRC Group Exercise Room
Registration Date: Wed, August 19 – Wed, October 7
Non-Refundable Fee: Students \$20.00 Faculty/Staff \$25.00

Ballroom Dancing

Ballroom dance refers to a set of partner dances, which are enjoyed both socially and competitively around the globe. Its performance and entertainment aspects are also widely enjoyed on stage, in film, and on television. So join us to dance like the stars! Come learn the Tango, Waltz, Fox Trot and more.

Dates: Wednesdays October 14 – November 4
Time: 8:30 – 9:45 pm
Location: SRC Group Exercise Room
Registration Date: Wed, August 19 – Fri, October 8
Non-Refundable Fee: Individual \$15.00 Couple \$25.00



Fitness for Life Workshops -continued-

www.uncw.edu/campusrecreation

(FC-Fitness Center, AR-Aerobics Room, CR-Student Rec Center Class Room #114)

Super Market Savvy

Grocery shopping can be very confusing these days with so many different product choices! This seminar is designed to help you make shopping for groceries, quick, simple, and fun. You will learn how to use the food label to help you select healthy foods, and learn some tips about how to avoid common pitfalls in grocery shopping.

Date: September 9
Time: 5:30 – 7:00 pm
Location: SRC Classroom 114

Be Your Own Personal Trainer

Learn about the critical components of a successful total body workout routine. Learn how to understand, improve, or begin your exercise program for maximum overall benefits.

Date: October 14
Time: 5:30 – 7:00 pm
Location: SRC Classroom 114

Training for Your First 5k

Learn the ins and outs of running! Beginners to advance runners will benefit.

Date: November 11
Time: 5:30 – 7:00 pm
Location: SRC Classroom 114

Keep on Soaring!



SKILLSOFT



UNCW's Computer Based training program (CBT) is hosted by SkillsSoft and provides you with a wide range of flexible learning opportunities so that you can continually navigate through new skills and knowledge.

Improve your interpersonal skills, earn an IT certification, or enhance your business skills – the possibilities are endless.

Log in to Seaport at <http://seaport.uncw.edu> and click on the CBT link in the Employee Services panel to access your account. For more information contact the TAC at 962-4357, or Dana Ward at wardd. Detailed instructions can be found at <http://www.uncw.edu/itsd/cbt.htm>.

TECHNOLOGY ENHANCED LEARNING

The Department of Technology Enhanced Learning in ITSD now offers the following workshops for the Fall 2009 semester. Our workshops are free and open to all faculty, staff and students at UNCW.

Here are a few of our newest workshops:

- ~Adobe Photoshop - Saving for the Web
- ~Podcasting & iTunesU
- ~TealWare, Remote Desktop & VPN

To register for any of these workshops please go to this link: <http://www.uncw.edu/itsd/help/workshops.html>

Adobe Contribute

Your Web page was developed by a senior Web developer but it's your job to maintain it - now what? Contribute may be just the solution you're looking for. This 1.5-hour workshop is for individuals who are responsible for content management.

Recommendation: We recommend using Contribute ONLY if your departmental Web pages have been or will be designed by an Information Technology Systems Division Senior Web Developer.

Date/Time:	September 1	10:00 – 11:30 am
	October 14	2:00 – 3:30 pm
	November 19	2:00 – 3:30 pm
Location:	Hoggard Hall 133a	

Adobe Photoshop

Adobe Photoshop is the premiere software in the world for digital manipulation of photographs. In this workshop you will learn what you need to get started with the basics of digital image manipulation. You will learn the many tools used for selections, what it means when you say "pixel" and "resolution", and the many possible picture formats when saving. This is the first course in ITSD's new Photoshop workshop series.

Date/Time:	September 23	2:00 – 5:00 pm
	October 29	9:00 am – 12:00 pm
	December 1	2:00 – 5:00 pm
Location:	Hoggard Hall 133a	

Photoshop – Automation

One of the most powerful aspects of Photoshop is its ability to repeat a set process automatically. If for example you would like to resize 50 pictures, you can create an automation to complete this process in one click. You can automatically correct basic photo problems and create a professional contact sheet of all your photos. The knowledge obtained in this workshop can be applied to limitless possibilities.

Date/Time:	September 29	10:00 – 11:30 am
	November 5	2:00 – 3:30 pm
Location:	Hoggard Hall 133a	

Technology Enhanced Learning -continued-

<http://www.uncw.edu/itsd/help/workshops.html>

Photoshop – Layers

Have you ever wondered what all this talk is about “layers”? Layers give you the ability to literally lay multiple images on top of each other, creating a final image which may look nothing like the original. This workshop shows you everything you need to know to get started with many capabilities of layers.

Date/Time: October 1 10:00 – 11:30 am
 November 10 2:00 – 3:30 pm
Location: Hoggard Hall 133a

Photoshop - Saving for the Web

For many of us, our entire purpose for using Photoshop is to save images to post on the internet. This workshop will teach you the ins and outs of this process, and provide valuable information on which file type is appropriate for which situation.

Date/Time: October 8 10:00 – 11:30 am
 November 12 2:00 – 3:30 pm
Location: Hoggard Hall 133a

Adobe InDesign

Adobe created InDesign to woo you away from QuarkXPress, which previously dominated the high-end desktop publishing niche. Adobe has supercharged this program with tables, transparency controls, long-document features, and output in both HTML and XML. Many interface enhancements—including unique and powerful features to lure PageMaker users as well—increase its flexibility, extend its many core strengths, and for the most part, make it easier to use than previous versions. In this workshop you will gain an overall basic understanding of InDesign enabling you to create your own publications,

Date/Time: September 30 2:00 – 4:00 pm
 November 18 2:00 – 4:00 pm
Location: Hoggard Hall 133a

Adobe PDF Forms

In this workshop you will learn how to create PDF forms that can be posted online or emailed as attachments. You will be assured of proper formatting since information can only be entered how and where you choose.

NOTE: You must have the full version of Adobe Acrobat to create PDF documents with form fields.

Date/Time: September 3 10:00 am – 12:00 pm
 November 3 2:00 – 4:00 pm
Location: Hoggard Hall 133a

Technology Enhanced Learning -continued-

<http://www.uncw.edu/itsd/help/workshops.html>

SharePoint - Intro

SharePoint is a new system provided by ITSD for the campus community which promotes collaboration, document sharing, and online knowledge management. This one-hour workshop covers all the basics of the system as well as the Document Library in-depth. You will learn how to upload documents, assign permissions, take advantage of versioning, workflows, and many other useful features.

Date/Time: August 31 10:00 – 11:30 am
October 27 2:00 – 3:30 pm
Location: Hoggard Hall 249

SharePoint – My Site

A favorite of many SharePoint users is the ability to take advantage of the My Site features. This part of SharePoint is set up so that every UNCW faculty, staff and student can design a homepage for their web-browser that displayed all of their many information sources. Examples include the ability to integrate your E-mail calendar and inbox, any reports you may have access to on the UNCW Reports server as well as up to 80 other individual web parts.

Date/Time: September 2 2:00 – 3:00 pm
October 20 10:00 – 11:00 am
Location: Hoggard Hall 249

SharePoint – List Manager By Appointment Only

Once you have the basics of SharePoint you may consider becoming a List Manager for your site. This permission level allows you to do more than the average user including assigning User Alerts, overriding Checked-Out documents, and altering the overall Navigation of your site.

Prerequisite: You must have a departmental SharePoint site, and have attended the intro session.

Digital Image Suite By Appointment Only

Got “red eye?” Pictures fading? Want to add that perfect touch? Learn these and many more processes in our all new Digital Imaging workshop.

Bring your digital pictures to class, and learn how it all works by editing your own images. We will utilize the Microsoft Digital Imaging Suite during this workshop, but the principles learned can be applied to most other image-editing programs.

Technology Enhanced Learning -continued-

<http://www.uncw.edu/itsd/help/workshops.html>

Podcasting & iTunesU

One of the many ways that you can provide information to your students is through the use of podcasts. This workshop gives you all you need to know to create podcasts from your office and home computers, as well as how to post them to the iTunesU UNCW Campus Portal. This gives your students the ability to listen to your audio podcasts, as well as download them to their iPod for portability.

Date/Time:	August 27	10:00 – 11:30 am
	September 22	2:00 – 3:30 pm
	October 19	10:00 – 11:30 am
	November 23	2:00 – 3:30 pm
Location:	Hoggard Hall 133a	

File and Space Management By Appointment Only

Ever have a problem figuring out where you saved your file? Want to understand what the Sammy server is and why you might need to use it? Want to know how to zip a file to make it smaller? What IS the difference between file size and image size? What does VPN stand for, and what exactly does it mean?

If you've ever asked yourself any of the above questions, these are two hours you won't want to miss!

Remedy Web Interface By Appointment Only

Remedy is the call tracking system that ITSD uses to log, track and prioritize work requests. Each time you report a problem or call in with a question or request, your call gets logged into Remedy. In this one-hour workshop, you will learn how to view your old tickets. You will also learn how to fill out surveys that will be used to increase the level of service and support provided.

SQL Reporting Services By Appointment Only

ITSD has recently brought on-line a new Reporting System for the UNCW community. This workshop covers everything you will need to know to begin creating your own reports and how to upload them to the report server. We will show you where to get the necessary software, how to install it and also many useful features when utilizing it to prepare your reports.

TealWare, Remote Desktop & VPN

Come learn about the new resource known as "TealWare". This server allows you to access many programs that you use on your office computer from anywhere on or off campus. We will also cover the Remote Desktop client and VPN which allow you to access your computer as if you were sitting in front of it from anywhere in the world.

Date/Time:	September 17	10:00 – 11:00 am
	October 13	2:00 – 3:00 pm
Location:	Hoggard Hall 133a	

Microsoft Visio - Org Charts By Appointment Only

Microsoft Office Visio makes it easy for IT and business professionals to visualize, explore, and communicate complex information. This workshop covers the Organizational Chart features of the program.

PROFESSIONAL DEVELOPMENT WORKSHOPS

Offered by UNCW Professional Education

The Professional Development Workshops can be taken as a series or as individual workshops and are designed with new managers in mind. They are also popular with current managers who want to hone their existing skills. UNCW faculty and staff are entitled to a 10% discount on all courses – use UNCW in the online coupon code or identify yourself as UNCW faculty/staff when registering over the phone.

To register for these classes email professional-ed@uncw.edu or call 910-962-7194 for more information.

FISH: Generating Passion and Commitment in Your Customers and Co-Workers

Don't miss this wonderful workshop about customer service. Get "hooked" on the four steps of the FISH philosophy and learn to inject fun, friendliness, attentiveness and enthusiasm in your customer interactions, giving each person the satisfaction of being served and appreciated. Learn how having strong intentions for providing a positive experience makes a difference to your client base.

Date/Time: Thursday, September 29 9:30 a.m. – 12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Thursday, September 24

Who Should Attend: People at all levels of management can benefit from the playfulness of Seattle's Pike Place Fish Market and the way its employees energize their work environment and delight their customers. Be sure to participate in this edu-taining workshop!

About the Instructor:

KAREN PAPPAS, B.S. is the program director for the Quality Enhancement for Non-Profit Organizations (QENO) at UNC Wilmington. Prior to coming to this position, Karen served as the staff development consultant for UNCW. Over the past 20 years, she has held senior management positions with two Fortune 500 companies – in transportation (UPS) and finance (Bank of America) – in human resources, communications and operations. She led the worldwide UPS employee communication and training programs for the 1996 Olympic Games, winning several awards from the International Association of Business Communicators. At Bank of America, she led the compensation re-design for franchise-wide implementation via Six Sigma protocols and received the award for High-Achievement in Leadership. Karen's appointments to diversity councils over the years speak to her passion for respect and dignity in workplace performance.

Along with extensive experience in developing and delivering team building, customer service, strategic management and other organizational development leadership initiatives, Karen has additional background as a consultant in career development, sales and marketing, and managing start-up human resource (HR) functions. A former member of the Society for Human Resource Management (SHRM) and the American Society for Training & Development (ASTD), her career has been focused on individual and team assessment, skill building and optimizing performance. At UNCW, she combines her bachelor's degree in psychology, along with her business and HR acumen to leverage operational and organizational performance of staff, faculty and student workers and teachers.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

How to Use Social Media to Benefit Your Business and Career

Learn to navigate various social media, including Facebook, Twitter, LinkedIn, and subject-specific blogs and how to position your message effectively. Participants will learn how to convey consistency and value with their online content and how to define desired results. They will also explore the demographics and psychographics of their target markets as well as the do's and don'ts of sharing information interactively. Discover how to grow your business in this new environment as you interface electronically with your customers.

Date/Time: Tuesday, October 13 9:30 a.m. -12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Thursday, October 8

Who Should Attend: Business owners, salespeople, recruiters and marketers.

About the Instructor:

JEANNE PERSUIT, Ph.D. is a faculty member in the Department of Communication Studies at UNCW. She recently completed her Ph.D. at Duquesne University in Pittsburgh, PA where she also earned a master's degree in corporate communication. Jeanne teaches courses in public relations, integrated marketing communication and strategic writing. Her research interests are the rhetoric and philosophy of integrated marketing communication and communication ethics. Before returning to Duquesne University for her doctorate, Jeanne worked in integrated marketing communication in the consulting engineering field and served as a marketing communications manager for Eaton Corporation, a Fortune 500 company.

From Buddy to Boss: Skills for New Managers

This module is tailored to the needs of new supervisors and managers or those wishing to enhance their existing skills. It covers basic principles of management and practical techniques for supervising people using case studies and group work. At the end of the program, participants will be able to:

- Understand and explain what takes place when transitioning into supervision
- Define the responsibilities of their new role and how these differ from the worker's role
- Identify the personal challenges faced in becoming a supervisor/manager
- Examine the most common pitfalls to avoid as a new supervisor/manager
- Build a model of an effective supervisor/manager which they can apply to the job

Date/Time: Thursday, October 1 1:30 – 4:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Monday, September 28

Who Should Attend: New managers and supervisors who are charged with overseeing the work of a team and aligning employees' performance with the vision, mission and values of the organization.

About the Instructor:

PHIL BRUSCHI, M.S. is an adjunct instructor in UNCW's Department of Communication Studies. With a master's degree in interpersonal communications, Phil has served as a training manager and human resources director in the government, education and corporate sectors. In addition, he has served as a faculty member in the speech communications and continuing education departments of three New Jersey colleges. Phil's extensive experience in the fields of training and development has provided him with the skills to design, develop and conduct programs in interpersonal communications, supervision and management, and customer service. Other experience within the organizational development field includes coaching for improved performance, training needs assessments, and performance consulting. Phil is a member of the National Speakers' Association and the Mid-Atlantic Speakers' Association.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Finance for Non-Financial Managers

Unravel the mystery to interpreting financial data and increase your knowledge about how business works. Participants in this workshop will learn how to improve their strategic and operational performance by understanding resource allocation and cost efficiencies. This course is designed to develop an overall understanding of fundamental principles of business operations and key components of financial statements. Once developed, this knowledge can be applied to business decisions including those associated with planning and measuring financial performance. Additional discussion will demonstrate the impact of financial decisions and identify opportunities to improve your business contributions.

Date/Time: Tuesday, Oct. 6 9:30 a.m. to 4:30 p.m.

Cost: \$150 + \$135 for materials (includes lunch) (\$50 cancellation fee)

Register by Tuesday, September 29

Who should attend: Managers, directors, sales and marketing personnel, and anyone wanting to develop an understanding of financial statements and basic principles of finance and accounting.

About the Instructors:

SHARON COLLINS, B.S. has over 15 years of experience consulting with Fortune 500 firms and non-profits. Her clients include Eli Lilly, PPD, Kroger, ADM, HSBC and Kraft Foods. Engagements range from teaching individual contributors and managers the basics of finance to working with high potential leaders and corporate officers in developing their succession plan. Here she uses competitive simulation models to examine organizational systems that contribute to market value. Collins is a graduate of Northern Illinois University.

JOE DOUGHERTY, M.B.A., M.A. is an accomplished management consultant with experience in designing and delivering executive education programs, as well as specialized expertise in financial services, strategic planning and business development. He has acted as a trusted advisor to non-profit organizations, private companies and public sector agencies for 12 years and has worked in 30 countries. Joe has worked for Deloitte & Touche and A.T. Kearney as well as Citibank, Bank of Ireland and the U.S. FDIC. His clients include the U.S. Agency for International Development, the World Bank, Prudential Insurance Company, India's Ministry of Labor, Thailand's Ministry of Finance, and many others.

Joe teaches at the university level as well where he addresses topics including problem solving skills, report writing and presentation skills, team dynamics and leadership, business ethics and intercultural communications, and market feasibility and innovation.

After graduating *summa cum laude* from Loyola College in Maryland, Joe earned an M.B.A. with a concentration in Public Policy and Management from the University of Pennsylvania's Wharton School of Business as well as an M.A. in international economics from Johns Hopkins University.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Workplace Communication: Understanding and Maximizing Generational Differences

“The Greatest Generation,” “The ‘Me’ Generation,” “Generation X,” “The Millennial Generation” – these days you are “branded” according to the year of your birth and the decades in which you grew up! So what happens when all those “brands” come together in an organization? Communication glitches — that’s what! The era in which you were born and moved through your teens and twenties – the current events, fads, belief systems, trends, cultural landscape (literature, music, media, fashion) – influences the way you see the world. This in turn shapes your actions when you communicate. In this workshop, we will learn to take seriously the inescapable impact of being a member of a generation – its influence on you as a professional, and on other professionals you encounter. Then we will learn how to communicate effectively ACROSS these lines of difference. It’s not impossible – just challenging! And we will guide you in meeting that challenge.

Date/Time: Thursday, October 8 1:30 – 4:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Monday, October 5

Who Should Attend: Leaders who are responsible for directing and communicating with people representative of various generations including traditional, baby boomers, Generation X and Generation Y (Millennials).

About the Instructor:

DAVID WEBER, Ph.D. has worked in the field of organizational development since the late 1970s, focusing on designing solutions to leadership and intercultural challenges. At University of Southern California, he earned the M.S. degree in instructional design, and at University of Denver, the Ph.D. in organizational communication. Career assignments and professional projects have enabled David to live and work around the world (including expatriate positions in Iran, Japan and Indonesia), with clients in both the private and public sectors, such as Xerox, Disney, Frito-Lay, U.S. Marine Corps, General Motors, U S West, and Hoechst.

David has been an award-winning teacher at the university level since the late 1980s. He currently serves as an associate professor at the University of North Carolina Wilmington in the Department of Communication Studies. There he teaches courses in introductory and advanced organizational communication, organizational culture, leadership, business and professional speaking, as well as nonverbal communication. David also performs as a professional storyteller in organizational settings. He has appeared in this capacity several times on U.S. national television, and given performances and workshops throughout North America and in Asia, Australia and New Zealand. David has published in business, professional, and academic media, and has won national awards for his research. His next book is a collection of leadership case studies, for release by Sage Publications.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Strategies for Delivering Great Presentations

This program offers ideas and strategies to use in making presentations on the job. Whether it is a presentation to a small in-house meeting, selling an idea to a client group or speaking informally to a large audience, participants in this workshop will learn to speak with confidence and to deliver ideas in a clear and organized way. At the end of the program, participants will be able to:

- Recognize the importance of speaking confidently before small or large groups
- Establish a clear speaking purpose while outlining and organizing a presentation
- Assess the audience to build a profile
- Avoid speaking pitfalls
- Learn and practice strategies to give successful presentations
- Assess personal speaking skills, behaviors and attitudes and develop action plans for improvements

Date/Time: Thursday, October 15 1:30 – 4:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Monday, October 12

Who Should Attend: Those wishing to improve their oral presentation skills and the impact of their presentations.

About the Instructor:

PHIL BRUSCHI, M.S. is an adjunct instructor in UNCW's Department of Communication Studies. With a master's degree in interpersonal communications, Phil has served as a training manager and human resources director in the government, education and corporate sectors. In addition, he has served as a faculty member in the speech communications and continuing education departments of three New Jersey colleges. Phil's extensive experience in the fields of training and development has provided him with the skills to design, develop and conduct programs in interpersonal communications, supervision and management, and customer service. Other experience within the organizational development field includes coaching for improved performance, training needs assessments, and performance consulting. Phil is a member of the National Speakers' Association and the Mid-Atlantic Speakers' Association.

Negotiating Techniques that Yield Win-Win Results

In today's economy, skillful negotiation can be the difference between success and failure, between winning and losing. Standard strategies for negotiation often leave people dissatisfied, worn out, or alienated. Learn both theoretical and practical perspectives of negotiation that can yield win-win results. Emphasis is on negotiating techniques for use in business and interpersonal relationships, especially on the differences between integrative and distributive bargaining. Enrollees are encouraged to bring/submit examples of workplace scenarios to be used in class.

Date/Time: Tuesday, October 20 9:30 a.m. – 12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Friday, October 16

Who Should Attend: Anyone interested in learning how to negotiate better deals and contracts, increase sales, reduce costs, improve relationships with difficult customers, and avoid being taken advantage of.

About the Instructor:

JERRY BAGNELL, M.Ed., M.S.W. has been a mediator and trainer since 1979. As an adjunct professor in UNCW's Department of Communication Studies, Jerry teaches courses in negotiation as well as mediation and conflict management. In addition, Jerry has been a trainer and mentor-mediator of work place disputes for Department of the Navy and the Department of Veterans Affairs. Jerry has a Master's of Education from the University of Delaware and a Master's of Social Work from the University of Georgia. Since 1987, he has presented more than 200 programs throughout the United States including Georgia, South Carolina, New York, Kansas, Missouri, Tennessee and Virginia.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

How to Coach, Manage and Measure Employee Performance

Participants will learn how to successfully manage the talent of their staff by:

- Learning practical methods for assessing skill levels
- Coaching employees to reach peak performance
- Measuring performance by setting standards related to the goals and objectives of the job

Date/Time: Tuesday, October 22 1:30 – 4:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Monday, October 19

Who Should Attend: Supervisors and managers who want to develop their capacity for directing work as a way to help employees reach their career goals.

About the Instructor:

PHIL BRUSCHI, M.S. is an adjunct instructor in UNCW's Department of Communication Studies. With a master's degree in interpersonal communications, Phil has served as a training manager and human resources director in the government, education and corporate sectors. In addition, he has served as a faculty member in the speech communications and continuing education departments of three New Jersey colleges. Phil's extensive experience in the fields of training and development has provided him with the skills to design, develop and conduct programs in interpersonal communications, supervision and management, and customer service. Other experience within the organizational development field includes coaching for improved performance, training needs assessments, and performance consulting. Phil is a member of the National Speakers' Association and the Mid-Atlantic Speakers' Association.

Writing Better Business Letters, Memos and Emails

Crafting effective business communications can dramatically increase your ability to accomplish your goals and persuade others to support your endeavors or buy into the proposals or services that you offer. This workshop presents targeted strategies for revising your approach to writing as a way to achieve better results. Participants will compose and revise documents and are encouraged to bring samples of recent letters, memos, and/or email.

Date/Time: Wednesday, October 28 9:30 a.m. – 4:30 p.m.

Cost: \$150 (\$25 cancellation fee)

Register by Friday, October 23

Who Should Attend: Those looking to compose clear, concise documents for the purpose of informing, persuading or engaging the reader as a means to achieve the writer's objectives.

About the Instructor:

COLLEEN REILLY, Ph.D. is an associate professor of English at UNCW who teaches courses in professional and technical writing. She has three years of experience teaching writing in an industrial context to working professionals. Reilly is a member of the Association of Teachers of Technical Writing and has delivered over 25 presentations and workshops at professional conferences on writing instruction, Internet and communication technologies, and organizational communication.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Workplace Respect: Cultivating a Harassment-Free Environment

This workshop highlights issues of harassment and provides practical guidelines for affecting positive behavior change. Methods for creating respect in the workplace will also be shared. Topics covered include:

- Understanding what constitutes unlawful harassment
- Viewing the world from different perspectives
- How to promote cultural change
- The role of supervisors and managers
- Employee personal responsibility
- The Four Questions
- Things to Consider

Date/Time: Tuesday, October 27 9:30 a.m. – 12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Friday, October 23

Who Should Attend: Employees at all levels of responsibility who seek to build trust, enhance communication and reinforce respectful behavior in the workplace.

About the Instructor:

KAREN PAPPAS, B.S. is the program director for the Quality Enhancement for Non-Profit Organizations (QENO) at UNC Wilmington. Prior to coming to this position, Karen served as the staff development consultant for UNCW. Over the past 20 years, she has held senior management positions with two Fortune 500 companies – in transportation (UPS) and finance (Bank of America) – in human resources, communications and operations. She led the worldwide UPS employee communication and training programs for the 1996 Olympic Games, winning several awards from the International Association of Business Communicators. At Bank of America, she led the compensation re-design for franchise-wide implementation via Six Sigma protocols and received the award for High-Achievement in Leadership. Karen's appointments to diversity councils over the years speak to her passion for respect and dignity in workplace performance.

Along with extensive experience in developing and delivering team building, customer service, strategic management and other organizational development leadership initiatives, Karen has additional background as a consultant in career development, sales and marketing, and managing start-up human resource (HR) functions. A former member of the Society for Human Resource Management (SHRM) and the American Society for Training & Development (ASTD), her career has been focused on individual and team assessment, skill building and optimizing performance. At UNCW, she combines her bachelor's degree in psychology, along with her business and HR acumen to leverage operational and organizational performance of staff, faculty and student workers and teachers.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Leadership: The Art of Possibility featuring the work of Ben and Rosamund Zander

How would you like to excite and engage your workforce around a new way of leading and being? Join us for an informative and inspirational workshop to do just that. Using the metaphor of music, Ben Zander, conductor of the Boston Philharmonic Orchestra, offers new sets of practices by which to “frame” one’s life and offers methods to motivate, engage and inspire one’s workforce to achieve new levels of personal and organizational performance. Led by facilitator Susan Hermann, participants in this workshop learn to understand their potential and identify areas of “transformational” improvement. This isn’t a lecture – it’s an experience!

Date/Time: Tuesday, November 3 8:00 a.m. – 12:00 p.m.
Cost: \$125 (\$25 cancellation fee)
Register by Friday, October 30

Who Should Attend: Individuals looking to discover a fresh, new perspective on leadership, moving beyond ideas and theories, to release their own potential while empowering others.

About the Instructor:

SUSAN HERRMANN, M.S. is an organization specialist and lifelong student of personal and organizational learning and change. She is a professionally trained performance coach. Susan’s coaching and consulting experience has focused on the areas of personal and professional development, performance effectiveness, organization assessment, and strategic business development. Through dialogue, she and her clients explore ways to maximize personal and professional performance that result in creating a new or improved path for the future. Susan’s strengths include the ability to interface at all levels, as well as strong interpersonal, communication, judgment and problem-solving skills.

Susan has extensive organizational experience with small and large organizations to include Honeywell Technology Solutions, and Lockheed Martin. She also currently works as a contract instructor at the National Geospatial-Intelligence Agency Leadership College where she serves as a principal member of the design, development and facilitation team for offering leadership development programs to mid- and senior-level managers in the Acquisition Directorate. Susan holds current TS and TSSI clearances. In addition, she has served in various consulting, coaching, and training roles providing both tactical and strategic support to individuals and organizations.

Susan has an M.S. in Organizational Development from Johns Hopkins University and a B.S. in Business Administration from the University of Maryland. Susan is a member of the International Coach Federation (ICF), the American Society of Training & Development (ASTD), and the Society for Human Resource Management (SHRM).

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Being Green in Your Business

Being green in the business world can lead to increased profitability, both by decreasing operating expenses and by increasing market share in a world where more customers want to spend their money on greener products or services. In this workshop you will learn various approaches for working in a greener way, whether it's the actual product or service you provide, the method of delivering that product or service, daily operations to run the business, or the office building in which your business is conducted. We will also cover ways to improve employee acceptance of new green ideas and how to market services authentically in order to capitalize on the green market. No matter what the nature of your company, you can learn how to use green concepts to improve your business — and your bottom line.

Date/Time: Tuesday, November 10 9:30 a.m. – 12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Thursday, November 5

Who Should Attend: Representatives of any business or organization interested in introducing or expanding a greener approach to their enterprise, and who are looking for ways to help their business behave in a more environmentally-sensitive manner.

About the Instructor:

VALERIE L. ROBERTSON, B.A. has built a 30-year career as a writer and editor, which has included helping companies as diverse as the Oracle Development Tools User Group, Coastal Carolina Press, Progress Energy -- Brunswick Nuclear Plant, Choice Caregivers, Inc., North Carolina quilt guilds, and the NBC News Channel. While senior technical writer for Lockheed Martin, she orchestrated the annual process of developing their long-range operating plans. In 2007 she founded a local environmental magazine, *Cape Fear's Going Green*, as a vehicle for area residents to learn about "green" projects being implemented successfully by people in greater the Wilmington area. Valerie is an active member of Cape Fear Green Building Alliance, Cape Fear River Watch, and the Cape Fear Chapter of the Electric Automobile Association. She also serves as a member of the advisory committee for UNCW's Osher Lifelong Learning Institute SEA and Coffee (science and environmental academy) series.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Smart Office Ergonomics: How to Feel Like a Million and Accomplish More

Prepare your workforce to have an extraordinary experience as they learn smart office ergonomics. They'll feel energized as they gain the skills to design their workstation to decrease stress and eliminate pain while enabling them to accomplish more work in less time.

Participants should be prepared to:

- Complete an ergo-profile survey
- Review personal work station
- Complete an action plan for optimal work station design
- Be able to recognize safety warning signs to prevent injury
- Know how to work smart to increase comfort while increasing productivity
- Review personal posture
- Know how to optimize lighting
- Learn individual exercises with outrageous instruction
- Dance!

Date/Time: Wednesday, November 11 9:30 a.m. – 12:30 p.m.

Cost: \$99 (\$25 cancellation fee)

Register by Friday, November 6

Who Should Attend: Individuals and work teams eager to recognize, evaluate and control their workplace conditions as a way to maximize physical comfort and optimum productivity.

About the Instructor:

ROBERT BOYCE, Ph.D. is on the faculty of UNCW where he teaches anatomy and physiology and exercise physiology. His area of expertise is ergonomics and exercise as it applies to occupations and their impact on cost containment, increased productivity, injury prevention and morale enhancement. Before coming to UNCW, Robert ran his own business where he provided ergonomic, job site analysis, back safety and physical fitness services to corporations. Awarded the title of Fellow by the American College of Sports Medicine, Robert holds their highest preventive and rehabilitation certification. He is the founder and past director of the Occupational Physiology Forum for the American College of Sports Medicine.

Professional Development Workshops **-continued-** professional-ed@uncw.edu

Policies and Procedures: Essential Elements for an Employee Handbook

Does your organization have an employee handbook? Is your handbook up-to-date? Handbooks are a good way to communicate an organization's standards, expectations, policies and practices. If written correctly, reviewed by legal counsel and administered properly, these guidelines present good information that can prevent serious problems. This workshop will help you understand the do's and don'ts of writing an effective employee guide.

While there are all kinds of policy samples on the web that can be used to create a handbook, these Internet versions do not take into account individual state laws, the size of your company or the culture. In this workshop, you will have a chance to review these templates as well as review policy language that is "OK" while practicing writing policy that is "better." Plan to bring your current employee handbook and to ask lots of questions. This will be an interactive workshop where individuals can learn from one another.

Date/Time: Tuesday, November 17 9:30 a.m. – 12:30 p.m.
Cost: \$99 (\$25 cancellation fee)
Register by Thursday, November 12

Who Should Attend: Company owners and officers as well as supervisors and managers of both for-profit and not-for-profit organizations.

About the Instructor:

KAY ROBINSON, M.A.,SPHR owner of Robinson HR Consulting, has served as a consultant and practitioner in the field of human resources for over 25 years primarily in university (private and public), hospital, manufacturing and non-profit environments. Prior to starting her own business in 2009, Kay served for 15 years as the lead consultant for the Human Resources Consulting Services Practice for RSM McGladrey in Wilmington, NC. Before joining RSM McGladrey, Kay served as Assistant Vice Chancellor for Human Resources at the University of North Carolina Wilmington. Previous to that, she served as Associate Director for Human Resources at the University of Rochester/Strong Memorial Hospital in Rochester, New York.

Kay conducts many training programs for community colleges and the Lower Cape Fear Human Resource Association – Wilmington, NC. She also teaches the Senior Professional in Human Resources (SPHR) and Professional in Human Resources (PHR) Certification Preparation course for SHRM (Society for Human Resource Management). Kay is a former board member of SHRM and currently serves on a Special Expertise Panel in HR Consulting/Outsourcing. She holds a bachelor's degree in English and psychology and a master's degree in human resources and adult learning in addition to holding lifetime SPHR certification.

Kay conducts many training programs for community colleges and the Lower Cape Fear Human Resource Association – Wilmington, NC. She also serves as a part-time faculty member in UNCW's Cameron School of Business. Kay is a former board member of SHRM. Kay holds a bachelor's degree in English and psychology and a master's degree in human resources and adult learning in addition to holding lifetime certification as a Senior Professional in Human Resources (SPHR).

Professional Development Workshops -continued- professional-ed@uncw.edu

Valuing Diversity: How to Communicate More Effectively with Diverse Colleagues and Customers

Participants in this workshop will expand their perspectives and learn how to strengthen their understanding of people with regard to race, religion, gender, ethnicity, language, disability or age. Attitudinal barriers will be discussed as well as methods for overcoming them. Students will also learn to recognize their “filters” and how they perceive the world around them. Bias, prejudice and stereotypes will be examined as well as ways to become more familiar with other cultures. The skills and awareness developed here provide a platform for success in living and working in a global society.

Date/Time: Wednesday, November 18 9:30 a.m. – 12:30 p.m.
Cost: \$99 (\$25 cancellation fee)

Register by Friday, November 13

About the Instructor:

KAREN PAPPAS, B.S. is the program director for the Quality Enhancement for Non-Profit Organizations (QENO) at UNC Wilmington. Prior to coming to this position, Karen served as the staff development consultant for UNCW. Over the past 20 years, she has held senior management positions with two Fortune 500 companies – in transportation (UPS) and finance (Bank of America) – in human resources, communications and operations. She led the worldwide UPS employee communication and training programs for the 1996 Olympic Games, winning several awards from the International Association of Business Communicators. At Bank of America, she led the compensation re-design for franchise-wide implementation via Six Sigma protocols and received the award for High-Achievement in Leadership. Karen’s appointments to diversity councils over the years speak to her passion for respect and dignity in workplace performance.

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Keep on Soaring!



ADDITIONAL OPPORTUNITIES

Academic Course Tuition Waivers

In addition to the workshops featured in this catalogue, you may also be eligible to take academic classes on campus at no cost.

Check out the following criteria to see if you are Eligible for FREE Tuition for academic classes on campus.

You could be eligible if you are:

- A permanent UNCW employee
- Working 30 or more hours per week
- Participating in the TSERS or ORP retirement system

If you meet these criteria, you are eligible to receive Tuition Waiver for up to two credit or non-credit courses during the academic year (Fall and Spring semester) at UNCW and other branches of the UNC system. Tuition Benefit allows you to take one credit or non-credit course for each summer session at UNCW. (Note: Approval by supervisor is required prior to beginning of classes for any tuition waived or tuition benefit class.) This educational benefit can enable you to enrich your life as a lifelong learner or can lead to earning a degree.

Forms for Application Fee Waivers, Tuition Waivers, Tuition Benefits and the Textbook Scholarship can be found at <http://www.uncw.edu/hr/training-tuition.html>. For additional information, come by Human Resources, email evansa@uncw.edu or call Amy Evans at extension 2-3160.





HUMAN RESOURCES

Training & Staff Development Registration Form

Name _____ Dept _____

E-Mail _____ Phone _____

Workshop(s) Information

1. Workshop Title _____

Date(s) _____

2. Workshop Title _____

Date(s) _____

3. Workshop Title _____

Date(s) _____

4. Workshop Title _____

Date(s) _____

5. Workshop Title _____

Date(s) _____

6. Workshop Title _____

Date(s) _____

7. Workshop Title _____

Date(s) _____

8. Workshop Title _____

Date(s) _____

Mail (Box 5960) or Fax (2-3840) to Human Resources Staff Development



CERTIFICATE OF COMPLETION

(Name)

HAS SUCCESSFULLY COMPLETED TRAINING FOR

(Course Title)

(Facilitator's Signature)

(Date)