



# Training & Development

## Fall 2009 Quarterly Workshop Schedule

The Training and Development Department within the Division of Human Resources provides professional learning opportunities for University of Utah staff and faculty. Most workshops are available at no cost to University employees. There are a broad range of workshops in areas such as:

- management and leadership development
- interpersonal and professional communication
- customer service
- professional and personal development

For more information, please visit our website at [www.hr.utah.edu/training/](http://www.hr.utah.edu/training/). To view our interactive registration calendar, please visit <http://www.hr.utah.edu/training/calendar/>. With questions, please feel free to call 585-2300.

### SEPTEMBER

#### Interpersonal Skills:

- Giving and Receiving Feedback Among Co-Workers

#### Professional Development::

- Decision Making

#### Management Essentials:

- Recruiting, Hiring, and Retaining the Best
- Performance Management

#### Customer Service

- Creating a Positive Customer Experience

#### Personal Development:

- Stress Management

#### HR Skills:

- Discrimination, Sexual Harassment, and the ADA for Managers

#### Specialized Workshops:

- University Administrative Support Staff Essentials
- Job Seeker Resource

### OCTOBER

#### Interpersonal Skills:

- Navigating Communication Styles
- Self Awareness
- Listening Skills

#### Management Essentials:

- Addressing Poor Performance & the Disciplinary Process

#### Personal Development:

- Dealing with Personal Change

#### HR Skills:

- Human Resources Policies & Procedures
- FMLA for Supervisors

### NOVEMBER

#### Professional Development:

- Presentation Basics
- Goal Setting & Personal Motivation
- Time Management & Personal Productivity
- Business Writing

#### Management Essentials:

- Delegation

#### Interpersonal Skills:

Creating Effective Relationships (Includes Having the Difficult Conversation)

#### HR Skills:

- Discrimination, Sexual Harassment, and the ADA
- FMLA for Supervisors

#### Specialized Workshops

- University Administrative Support Staff Essentials