



Training & Development

Summer 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/. To view our interactive registration calendar, please visit <http://www.hr.utah.edu/training/calendar/>. With questions, please feel free to call 585-2300.

JUNE

Interpersonal Skills:

- Communication The Influences
- Professional Communication

Professional Development::

- Time Management & Personal Productivity

Management Essentials:

- Delegation
- Organizational Skills and Time Management for the Supervisor

Personal Development:

- Stress Management

HR Skills:

- HR Policies and Procedures
- ePAF

Specialized Workshops:

- Job Seeker Resource

JULY

Interpersonal Skills:

- Personal Responsibility & Accountability
- Business Writing

Management Essentials:

- Introduction to Management
- Transitioning from Staff to Supervisor

Personal Development:

- Assertiveness Skills
- Dealing With Personal Change

HR Skills:

- ePAF
- FMLA

Specialized Workshops:

- University Administrative Support Staff Essentials

AUGUST

Professional Development:

- Presentation Basics

Management Essentials:

- Ethical & Legal Issues

Customer Service:

- Customer Care Challenges (Includes Calming the Upset Customer)

Personal Development:

- Anger Management

HR Skills:

- ePAF
- Discrimination, Sexual Harassment, and the ADA