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Overview

The Talent Management Team in The Office of Human Resources (HR) provides numerous training and development programs and courses for all employees. An extensive library of books and courses is available on-demand via the online learning tool, myLearn. Additionally, the HR office has developed training, and built partnerships with other university departments and outside organizations to provide a wide variety of in-person courses. Customized training and coaching services are also available, by request.

The Importance of Professional Development

Employee development is a strategic investment in UMKC’s current and future success. A skilled and knowledgeable workforce positively impacts organizational performance; therefore, as employees gain experience and knowledge, it seems reasonable that there will be a corresponding correlation to the university’s success. In addition to increasing employee competency and effectiveness, organizations that invest in the development of its employees enjoy a more motivated and committed workforce that is evidenced by increased retention, higher job satisfaction and morale, and greater productivity.

Employees Role in Professional Development

In addition to meeting current performance expectations, employees must be able to adapt to meet evolving organizational needs. For example, new skills and knowledge are often required to keep pace with technological change and new departmental procedures. Employees should be intentional about their self-development by continually evaluating the organization’s needs and their own desires for growth, assessing their skills and abilities, and seeking available learning opportunities. For more information, please contact the Office of Human Resources at 816-235-1621.

Supervisors Role in Professional Development

Employee development is a shared responsibility which requires collaboration between the employee and supervisor. The supervisor’s role as ‘performance coach’ includes such activities as clarifying performance and behavioral expectations, helping employees understand the organization’s long and short-term goals, identifying learning opportunities, giving positive and corrective feedback, and providing necessary resources.
Professional Development @ UMKC

About Us
The Office of Human Resources (HR) serves UMKC by focusing on the university’s most important asset: its employees. As a strategic partner with UMKC’s leadership, we develop and deliver innovative HR programs and services designed to support the mission of the university and enhance UMKC’s organizational effectiveness. To effectively meet the changing needs of our many customers, HR is dedicated to continually assessing and improving programs and services. We welcome your feedback and ideas regarding opportunities to improve efficiencies, simplify processes, increase productivity and raise quality.

About Our Programs
The goal of the HR Talent Management team is to provide a broad range of professional development and training opportunities to meet the needs of our community. We have many options available, including in-person courses, online learning resources on myLearn, certificate programs, and partnerships with education providers, such as Kansas City Professional Development Council and Saint Luke’s LIFEWISE program. Additionally, Talent Management offers coaching and consultation services to individuals and work teams. Visit the UMKC HR website to learn more about our staff and programs.

How to Enroll
Enrollment for training programs is done in the myLearn system. The UMKC HR website has a link for myLearn on the HR Training and Development page. You can also find myLearn in myHR in the myTraining tab. Use your Single Sign-on (SSO) to login.

Enrollment for Instructor-led Courses in myLearn system.
1. Visit the UMKC HR website. Go to the Training and Development page; click myLearn.
2. Login with your university Single Sign-on (SSO). The UMKC page will open.
3. Select a category from the menu on the left side of the page. A set of courses (such as the Supervisor Development Series) or individual titles will appear on the right.
4. Use the Details and More Actions links to get course information, add items to your Training Plan, and view list of upcoming sessions, and enroll.
5. If there are upcoming sessions, you will have a list with links to enroll or withdraw yourself from a session.
6. The myLearn system will send an email confirmation with a link to add to your Outlook calendar.
Administrative Leadership Development Program (ALDP)

About the Program

The University of Missouri System Administrative Leadership Development Program (ALDP) is a prestigious program that provides professional development opportunities and ongoing support to administrative leaders on all campuses system wide. ALDP enhances effective leadership with a focus on building the foundation for a robust learning environment.

Program Benefits

Administrative leaders uphold and define the University of Missouri System mission and the direction and values of its departments. The ALDP is respected as a proving ground where emerging and current leaders alike can expand and refine their leadership skills.

The UM System seeks applications from administrators each fall for a spring cohort to become a part of the ALDP. We strive to select a diverse group of leaders that includes a wide range of experience and expertise. At the end of the program you will:

- Learn more about yourself and your leadership characteristics
- Offer guidance and support to the staff managed by ALDP members
- Work with a network of peers to make a difference on your campus
- Build commitment among department colleagues toward academic excellence and the UM mission

Selection Process and Application information can be found on the University of Missouri System website at [http://www.umsystem.edu/ums/hr/aldp](http://www.umsystem.edu/ums/hr/aldp)
Henry W. Bloch School of Management: Executive Education Seminars

Bloch Executive Education recognizes the needs of organizations to strengthen their leadership talent, as well as, professionals to continue their pursuit of professional development. As such, we have developed seminars designed for individual or teams designed specifically to build professional and leadership talent.

The seminars are one-day programs focused on current business concepts as well as future trends with emphasis on practical learning and applicable techniques. Participants are given the opportunity to build skills to improve decision-making in a safe "practice environment" where they can test assumptions and realize outcomes with peers.

An individual can choose to take just one class or several and can earn recognition of completion by completing any four seminars. There are no prerequisites for the seminars.

Information can be found on the on the UMKC Website page for the Henry W. Bloch School of Management: [http://bloch.umkc.edu/executive-education/seminars/default.aspx](http://bloch.umkc.edu/executive-education/seminars/default.aspx)

Upcoming Seminars

UMKC employees may attend at a discounted rate of $195.00 per person for each session. There are limitations on the discounted rate, please contact Susi Mickey in the HR office mickeysu@umkc.edu or 816-235-1619 if you would like to learn more about this opportunity.

<table>
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<th>Leadership Seminars</th>
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<tr>
<td>Difficult Conversations: How to Step Up and Hold High Stakes Discussions</td>
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<td>Sustaining and Disruptive Innovation</td>
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<td>A Strategic Marketing Process for Enhancement of a Value Proposition</td>
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<td>Leading Change: How to Generate Support, Traction, and Results</td>
<td>September 28 (Wed)</td>
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<td>Time and Energy Management: Breaking Down Barriers to Personal Effectiveness</td>
<td>October 26 (Wed)</td>
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<td>Strategy and Strategic Planning for Growth</td>
<td>November 9 (Wed)</td>
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<td>Strategic Leadership: How Leaders Inspire, Engage, and Execute for Results</td>
<td>November 30 (Wed)</td>
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<tr>
<td>Leadership Courage: Do You Have It?</td>
<td>December 7 (Wed)</td>
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Division of Diversity & Inclusion

Division of Diversity and Inclusion

Training and development through the Division of Diversity and Inclusion and campus collaborations ensures students, staff and faculty have opportunities to develop self-awareness and skills as culturally-competent leaders able to contribute an inclusive campus environment and to compete in an increasingly diverse and competitive global environment. Face to Face, Online and Discipline Specific training and development is available or coming soon. Enroll in these courses using myLearn.

University Statement on Diversity

UMKC values diversity as central to its mission as an urban-serving research university and as a driver of excellence in teaching and learning. UMKC embraces a broad spectrum of diversities, including race, ethnicity, culture, nationality, gender, age, sexual orientation, disability, linguistic ability, learning style, religion, socioeconomic and veteran status, life experiences, educational level and family structure.

Courses Offered

**Diversity & Inclusion 101**

- Learn the basics of UMKC’s 2014-2018 Diversity Strategic Plan and related UMKC statistics
- Become familiar with diversity and inclusion strategies based on various cultural competency models
- Identify related resources and opportunities

Goal: Participants will better understand UMKC diversity and inclusion efforts and commit to at least one action step to continue to explore diversity and to increase cultural competencies for a more inclusive UMKC

**Communicating Respectfully in a Diverse World**

- Understand the impact of stereotypes and bias statements, even when casually said
- Learn to identify the most common reasons people sit silent in the face of bias and stereotypes
- Explore skills for speaking up against stereotypes and bias without blame or guilt

Goal: Participants will enhance communication skills for promoting inclusion and respect in the workplace
Crucial Conversations with Cultural Intelligence

- Discuss diversity dimensions that influence communication and behavior
- Prepare for high-stakes situations with techniques that blend emotional (E.Q.) and cultural intelligence (C.Q.)
- Practice skills for safe and persuasive, not abrasive, dialogue

Goal: Participants will gain dialogue skills to make better decisions, build relationships and strengthen our institution

The Science of Unconscious Bias & its Professional Implications

- Learn about unconscious bias
- Discuss implications on professional judgment and the professional environment
- Review resources to further identify unconscious bias and ways to reduce unconscious bias

Goal: Participants will have an increased capacity to recognize biases and prevent or reduce unintended consequences in order to create a more inclusive campus and climate.
Kansas City Professional Development Council

HR sponsors the UMKC membership to Kansas City Professional Development Council (KCPDC). As a member institution, KCPDC will fund event registrations for any full- and part-time UMKC employee. KCPDC’s mission is to plan and implement professional development programs for the faculty and staff of its member institutions. For more information, including full course descriptions, dates, times, and location, visit the [http://www.kcpdc.org/](http://www.kcpdc.org/).

Registration is required for attendance at any of the KCPDC events.

Please contact Susi Mickey in the HR office at mickeysu@umkc.edu for more information or if you would like to attend a program or event.

Programs at a Glance

**Supervisory Development Program (SDP)**

This program is designed for supervisors, those aspiring to be supervisors or anyone interested in learning more about supervision. The Supervisory Development Program (SDP) provides participants with the proven fundamental skills necessary to become an effective and successful supervisor. Those who complete the seven core classes plus an additional elective session will receive a certificate from KCPDC. The SDP elective requirement can be satisfied by attending one of the ‘Special Topics’ sessions or the annual Professional Development Conference.

*Core Sessions Include:*

- Role & Function of a Supervisor
- Your Personal Style
- Legal Aspects of Supervision
- Motivating Employees
- Performance Management
- Decision Making & Problem Solving
- Talent Acquisition

**Faculty Development Program (FDP)**

This program is designed to provide faculty with the tools and resources for becoming more effective in the classroom. Full-time and adjunct faculty who choose to complete the five core classes and an additional two elective offerings will receive a certificate. FDP elective requirements can be satisfied by attending two of the ‘Special Topics’ sessions or the annual Enhancing Teaching & Learning Conference.

*Core Sessions Include:*

- Instructional Strategies for Active Learning
- Assessing Program and Course Learning Outcomes
- Creating the Learning Environment for Engagement
- Teaching with Technology
- Case Studies in Academic Leadership
KCPDC-Special Topics

The Special Topics Series is an annually planned group of seminars. Topics are chosen collectively by KCPDC board members based on identified development needs from each member institution. Employees participating in the seminars can learn new skills, build relationships and share ideas with colleagues from other institutions, having some fun in the process. Effective July 1, 2011, Special Topics sessions may be used to satisfy the elective requirements for the Supervisory and Faculty Development Certificate Programs. Below is a list of 2015-16 Special Topic courses.

Sessions have included:

• Blended and Flipped Learning
• Beyond Power Point: Innovative ways to Share Information
• Creating an Engaging Work Environment
• Developing Your Strengths
• Fundamentals for New Grant Seekers
• Building a Better YOU: Self-Care Strategies to Transform your Life
• An Introduction to Mastering Crucial Conversations
• Interacting with Multiple Generations in the Workplace
• Good Supervision Starts with Effective Leadership

KCPDC-Conferences

Enhancing Teaching & Learning Conference—Saturday, March 5, 2016

The Annual ETL Conference provides an opportunity for educators from member institutions to share their successes in the classroom. Through concurrent 50-minute sessions, presenters are encouraged to be creative in an attempt to appeal to a broad audience.

• Registration is free for individuals from KCPDC Member Institutions
• Keynote Session: The Human Touch & the Effective Instructor – This session will focus on how instructors can use humor and encouragement to connect with students in a safe and productive way. The keynote speaker will be Dr. Brian Inbody, President of Neosho County Community College.

Professional Development Conference—Wednesday, May 25, 2016

The Annual PDC targets supervisory, technical and support employees in higher education. This full-day event features a keynote speaker followed by multiple concurrent break-out sessions which are designed to meet a broad range of participant interests and needs.

• Registration is free for individuals from KCPDC Member Institutions
• The keynote speaker will be Cathy Newton from PRT Consulting, Inc.
UMKC Employee Assistance Program

Employee Assistance Program

As an employee, you are our most important resource and the University of Missouri cares about your personal and professional wellbeing.

The Employee Assistance Program (EAP) is available to all faculty, staff and their dependents beginning April 1, 2014. The UM System’s Total Rewards and UMKC Human Resources departments have partnered with Saint Luke’s Health System in Kansas City to provide this service to you for free. Their staff of professional counselors is trained to help with concerns related to family or relationship difficulties, stress, depression, anxiety, substance abuse problems, work concerns and financial problems.

Employees are eligible for up to three phone or in-person counseling sessions for any personal concern. If you need more sessions, you can be referred to an outside service provider. In addition, you have access to more than 5,000 online articles and 500 videos about health topics. Visit http://eap.saintlukeshealthsystem.org for more information.

Schedule your appointment today by calling 816-931-3073 or toll-free at 1-800-327-1223 during business hours: 8:30 a.m. to 6 p.m. Monday through Thursday and 8:30 a.m. to 5 p.m. Friday.

The username is UMKC and password is EAP

Saint Luke’s LIFEWISE Program

Saint Luke's LIFEWISE™ provides employers with a comprehensive toolkit of options for managing employee health and managing costs associated with preventable conditions and unhealthy lifestyles.

While our solutions have evolved over the years to meet employers’ changing needs, our health and wellbeing objectives have remained constant:

*To find the best possible solutions for managing health risks through proven interventions and strategies; to improve employee health as a means to reduce or eliminate unnecessary utilization of expensive health care services; and to demonstrate a return on investment with quantifiable results by delivering the most cost-effective, highest quality services and programs.*

Workshop topics offered throughout the year may include:

- Ergonomics
- Communication
- Creativity and Innovation
- Leadership Development
- Workplace Effectiveness
- Wellbeing and Health Topics
- Time Management
UMKC Human Resources Special Topics

HR offers in-person training and development opportunities throughout the year. These courses are open to all and provide an opportunity to learn and network with colleagues. Additionally, the courses listed below can be adapted to fit departmental needs.

**Delivery of Feedback**
Are you uncomfortable delivering feedback to your team or employees? Participants will learn when and how to give appropriate feedback and will even get to practice giving feedback with other participants.

**Disney Leadership**
“It is not magic that makes it work, it’s the way we work the magic!” Participants will learn 10 common sense leadership strategies based on the principles taught at the Disney Institute.

**Embracing Multiple Generations**
Participants will learn about the 5 generations in the workplace today and the benefits, challenges and management techniques for working with these generations.

**Guide to Public Speaking**
Do you get nervous speaking in front of a crowd? No worries, public speakers are not born to be speakers, they are made. Join us to learn tips on how to prepare, control your nerves and deliver a great speech.

**Leadership from Any Chair**
Come see how leadership can occur not just in traditional roles, but in every job! We will discuss traditional and transformational leadership and help you discover your personal leadership style.

**Pre-Retirement Planning Seminar**
It’s your future. Unlock the mysteries of your UM Retirement benefits! If you were hired prior to October 1, 2012, join a representative from the UM System Benefits office as they explain: how retirement benefits are calculated, what to consider when deciding the best date to retire, benefit options available, taxability of retirement benefits, retiree health insurance benefits and the retirement application process.

**Team Building**
Participants will learn the difference between team building and team development and learn tips and strategies to apply team building when needed.
Supervisory Development Series

About the Program

This Supervisory Development Series is designed for newly hired or promoted supervisors who manage staff. By participating in this program supervisors and managers will be equipped with the fundamental skills necessary to be an effective and successful manager of talent.

Program Benefits

The Supervisory Development Series is delivered through a blended learning format. The curriculum includes eight myLearn courses and ten in-person courses. The online component offers flexibility and the in-person courses provide an opportunity to network and learn with colleagues. Those who complete all program requirements will receive a Certificate of Completion. The in-person courses are taught both spring and fall semester.

Upon completion of the Supervisory Development Series, participants will be able to:

- Describe essential supervisory responsibilities
- Understand UMKC policies and how to effectively respond to and handle common management issues
- Utilize the Time and Labor to effectively record time for yourself and employees
- Understand FMLA and when employees should be utilizing leave regarded to FMLA guidelines
- Implement effective strategies to interview and select qualifying candidates for open positions
- Resolve performance and disciplinary issues by implementing fair and progressive disciplinary processes
In-Person Courses for Supervisory Development Series

**Supervisory Foundations**
An introduction to the Supervisory Development Series, highlighting the skills and abilities of effective supervisors. This course will give you concepts and ideas to think about and to apply to your supervising. There will be a lot of interaction and rich discussion which is often the most beneficial for participants.

**Policy Overview**
A discussion on why we need policies and where to find UMKC policies. Supervisors will also learn how their role is related to policies here at UMKC.

**Legal & Effective Discipline**
Participants will learn about UMKC’s Performance Management Program and discipline process. We will discuss how to identify, address, document and improve problem performance.

**Litigation Landmines**
We will provide our supervisors with information concerning important laws, practices and related UMKC policies that affect the hiring, management, and termination of employees. Supervisors will learn how to effectively respond to and handle common management issues that arise in the normal course of their job.

**Time and Labor**
Participants will learn the ins and outs of time and labor at UMKC, including timesheets, exempt vs. non-exempt, and time and labor roles and responsibilities.

**FMLA**
A discussion on the purpose and benefits of the Family & Medical Leave Act. Supervisors will learn who is covered, the FML process, how long employees can be gone and the employee/employer responsibilities when FMLA time is utilized.

**Interviewing and Selection**
Do you have an open position in your department? We will discuss the job opening approval process, the importance of job assessments and recruitment intake meetings with your recruiter. Supervisors will also learn how to screen and identify candidates, skills for effective interviewing and how to select the appropriate candidate for the position.

**Importance of Appraisals**
Supervisors will learn why appraisals are important and their benefits. We will discuss how to effectively evaluate employee performance, how to prepare necessary documentation, how to work with your employees to set goals and how to conduct fair appraisals at UMKC.
**Diversity & Inclusion 101**
Participants will develop an understanding of the breadth of diversity while sharing aspects of their unique identities with each other. They will also learn 5 theoretical models regarding cultural competency. Lastly, they will review a range of strategies and resources to develop cultural competencies and more fully contribute to organizational change.

Goal: Participants from all levels and starting points will better understand UMKC diversity and inclusion efforts and be more likely to commit to further behavior to engage in UMKC Strategic Goal 5: Embrace Diversity – To celebrate diversity in all aspects of university life, creating inclusive environments, culturally competent citizens, and globally-oriented curricula and programs.

**The Science of Unconscious Bias & its Professional Implications**
Participants will learn about unconscious bias and how it can impact professional judgement. They will discuss implications impacts on professional judgement and the professional environment and review resources to further identify unconscious bias and ways to reduce unconscious bias.

Goal: Participants will have an increased capacity to recognize biases and prevent or reduce unintended consequences in order to create a more inclusive campus and climate.

**myLearn Courses for Supervisory Development Series**

<table>
<thead>
<tr>
<th>My Learn Course Title</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Emotional Intelligence at Work Simulation</td>
<td>30 Minutes</td>
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<tr>
<td>Managing Diversity</td>
<td>15 Minutes</td>
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<tr>
<td>Managing Fairly</td>
<td>15 Minutes</td>
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<tr>
<td>A Manager’s Guide to Discipline and Documentation</td>
<td>30 Minutes</td>
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<tr>
<td>Criticism in Context</td>
<td>15 Minutes</td>
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<tr>
<td>Developing People</td>
<td>15 Minutes</td>
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<tr>
<td>Building and Managing Upward Relationships</td>
<td>15 Minutes</td>
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<tr>
<td>Motivating Employee's and Leading Change</td>
<td>15 Minutes</td>
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Summer Development Program

About the Program

Summer can be a great time to evaluate your lifelong learning goals and plans. The Summer Development Program provides opportunities to sharpen your skills, build a summer reading list, and meet with colleagues to learn strategies to manage stress and improve effectiveness.

Program Benefits

The program is designed to give you flexibility to create a summer learning plan that fits your needs. Built on 3 Themes: Summer Stretch, Engagement, and Skills-Build, you have the option to choose in-person courses, myLearn books and other resources, or lunch-and-learn sessions. Select courses from a single theme or mix and match—the goal is to make this the best plan for you!

Program Overview

<table>
<thead>
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<th>Theme 2: Engagement</th>
<th>Theme 3: Skills-Build</th>
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<td>Everyday ergonomics</td>
<td>What did you say, The basics of Effective Communication!</td>
<td>Email Etiquette</td>
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<td>Just Be—7 Tips for a</td>
<td>Emotional Intelligence</td>
<td>Strategies to Managing Conflict</td>
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<td>Mindfulness-based Approach at</td>
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<td>Work</td>
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<td>Wellness Topic –to be announced</td>
<td>Embracing Multiple Generations</td>
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<td>to know-What to do</td>
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<td>Learn the Basics of Mindful</td>
<td>Learn the Basics of Mindful Eating</td>
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<td>Eating</td>
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Enrollment for these courses will be in the myLearn system (see instructions on page 4). Details, dates, and times for all sessions will be announced soon.
Talent Management Consulting Services

About the Program

The Office of Human Resources is available to assist individuals and groups in creating professional development and training plans. The goal is to help people assess areas of need, identify appropriate resources, and customize a training and development plan that addresses those needs.

Program Benefits

These programs offer a flexible approach to help enhance what is working well and provide structured assistance in those cases where work performance or team issues have been identified.

Services may include:

- Individual and Professional Development Planning
- Needs assessment surveys (design, administer, collect data, and report results)
- Team Building Activities
- Training and Development for teams
- Assessment Services, such as Conflict Dynamics Profile, Myers-Briggs and StrengthsQuest