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Training classes are subject to change. Please refer to the [online training calendar](#) for updates such as:

- time changes
- date changes
- cancellations
- additions to training calendar
Organization Development and Consulting Services (ODCS), a unit of the Human Resources Department, sponsors this training calendar and makes every effort to include most of the training offered by GSU. Learning and Development programs/courses are offered throughout the academic year and are available to all GSU staff and faculty.

Registration Instructions
Once you have reviewed the Training Calendar and know the date of the class, you may register by clicking here and following these steps:
1. Login to GSU Training and Development Registration System using your Campus ID and Password.
2. Using the calendar, click on the date of the course.
3. Once the courses on that date have loaded onto the page, scroll down to the course of your choice.
4. If there are seats available, there will be this symbol to the far right of the course information: Click on this symbol.
5. If the course has no registration fee, you are registered for the course, which is indicated by “You have successfully registered for the specified course!” appearing right above your Current Registered Courses chart.
6. If the course requires a registration fee, a Request Payment pop-up screen appears. Select Check or Speedtype Number (enter your speedtype number in the field to the right) and click Submit Payment Method.
7. If you are having trouble registering, please send an email to trainingyou@gsu.edu. Registrants will receive an email letting them know they have registered for the class.

Cancellation
If you are unable to attend the course for which you have registered, you must cancel your registration at least seven days (1 week) prior to the class. If you do not cancel in this time frame, you will be charged for the course if there is a fee associated.

To cancel your class attendance, sign in to the registration system, click on the tab Your Schedule, and click on the X to the right of the course information. This will remove you from class and you will not be charged. Please cancel as soon as possible to open seats for those wishing to attend. If you are having trouble canceling a registration, please send an email to trainingyou@gsu.edu or call 404.413.3352.

Availability
Each class has a registration limit. If the class is full, you are encouraged to check back occasionally before the class date to see if there have been any registration cancellations.

Accommodations
If you require reasonable accommodations to attend training sessions, please contact us at least two weeks prior to attending the course.

Feedback
ODCS is continually seeking to improve the quality of its offerings. You will receive an evaluation survey email the day of the class. It should not take much longer than a few minutes to fill out. The information you provide is critical to our ability to improve our services. Please take the few minutes required to complete the survey. We greatly appreciate your participation.

Legend
The following programs are identified by an acronym in parentheses after the course title.
- Managers Certificate (MC)
- First-line Supervisors Certificate (FLSC)
- Office Professionals Certificate (OPC)
- Manager’s Duty of Care (MDOC)

Additional ODCS Services
- Custom Training Programs
- Strategic Planning
- Team-building
- Change Management
- Coaching
- Performance/Behavioral Interventions
- New Leader/New Team Transition
- Rewards & Recognition Programs
- Meeting/Retreat Facilitation
<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>College of Education - Room 106</td>
<td>August 15th</td>
<td>10am -12pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
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<tr>
<td>College of Education - Room 106</td>
<td>August 16th*</td>
<td>10am -1pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
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<tr>
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<td>10am -12pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
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<tr>
<td>College of Education - Room 106</td>
<td>September 12th</td>
<td>10am -12pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
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<tr>
<td>College of Education - Room 106</td>
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<td>10am -12pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
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<tr>
<td>College of Education - Room 106</td>
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<td>10am -12pm</td>
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<tr>
<td>College of Education - Room 106</td>
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<td>10am -12pm</td>
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<td>College of Education - Room 106</td>
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<td>10am -12pm</td>
<td>Ivonne Fuertes, Zachary Hoxie, Patricia Ayala</td>
</tr>
</tbody>
</table>

* - HRAC Training Only

Taleo trainings are subject to change. Please refer to the online training calendar for updates such as:
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- cancellations
- additions to training calendar
**Summer 2013 Courses**

**Auto and Liability Safeguards for Your Volunteers**

6.13.13
10am -11am
Jeanette Sanders, Risk Mgr.
Free

Are you and your volunteers aware of what the State insurance program covers and does not cover?

**Defensive Driving Course – DDC 8**

6.20.13 and 6.21.13
8:30am-12:30pm
Jeanette Sanders, Risk Mgr.
Free

Attendance at both sessions required. No multiple registrations or late admissions.

**MS Excel Level I**

7.9.13
1pm-3:30pm
Deborah Dunbar
Free

Excel is one of the most powerful and frequently used tools in an office. This course introduces Excel to beginning students who don’t know or use Excel often if at all. This class will train you on how to: modify a worksheet, format by adding borders and changing column width and row height, set page breaks and manage the view of large worksheets and so much more!  
Prerequisite: Must know Windows

**Basics of Supervision (FLSC)**

7.10.13
9am-4pm
Dr Merle Strangway
$150

Basic supervisory skills are indispensable if you want to get things done through other people. Supervision involves far more than “telling people what to do.” In this course you will enjoy the opportunity to confidentially assess your current supervisory skills. The course is then designed to help you increase your effectiveness in each of these skill areas. Learn the behaviors that every employee expects from a leader they are willing to follow. Discover how to plan and prioritize your work. Experience how to teach new employees the skills they need to succeed. And learn how to coach your employees to perform even more effectively. This course will focus on giving you practical solutions to the common problems faced by supervisors in today’s workplace.

**Business Etiquette and Professionalism (OPC)**

7.16.13
9am-12:30pm
Rhonda Hight
$75

This interactive seminar will help you build strong business relationships with associates inside and outside your office or department and with customers. It will help you make a positive first impression and provide techniques to continue being positive and professional in daily work activities. In addition, you will learn how to communicate with others in a positive manner when challenging situations arise.

**Law & Order: From Complaint to Court and How Managerial Decisions Influence the Process**

7.11.13
9am-12pm
Annette Butler, DBA
Free

This is a mock trial involving two counts: sexual harassment and age discrimination. The dialogue opens just as the counsel begin their opening statements. We follow the trial through the closing statements and the judge’s jury instructions.

**Improving Interpersonal Communications (OPC)**

7.23.13
9am-4pm
Rhonda Hight
$150

What Did You Say? This course is designed to improve interpersonal communications with all people. Utilizing the DiSC Profile as a foundation for discussion, participants will have an opportunity to identify their dominant personality style and the way it translates into their communication style. Additionally, this course provides participants with a reality-based definition of good communication.
**Personal Transportation Vehicle (PTV) Safety**

7.25.13  
10am-11:30am  
Jeanette Sanders, Risk Mgr.  
Free  

For golf & utility cart drivers. Mandatory training for GSU drivers. Recommended training for personal use.

**MS Excel Level II**

7.25.13  
1pm–3:30pm  
Deborah Dunbar  
$50  

Can you multi-task? Learn how to work with large worksheets efficiently, using 3-D formulas in multiple worksheets and workbooks at the same time. Calculate data with a variety of advanced formulas. Analyze data with logical Vlookup functions. Class topics include the important four Fs: formatting, fills, formulas, and filters.  
**Prerequisite: Excel L1**

**Organization and Time Management (OPC)**

7.30.13  
9am-12:30pm  
Karla Brandau  
$75  

Get 21st century ideas to age-old time management challenges. Attend this program and get a fresh perspective on time and self-management. You’ll transform your work day when you learn how to: manage your energy cycles, build a producer’s mindset, determine goals for daily production, manage multiple priorities, and prioritize for the most vital and urgent tasks. In addition, you’ll learn how to choose a time management tool that works for you instead of you working for the tool. Once you internalize these principles, you’ll become a master at managing the chaos, bedlam, and pandemonium that surrounds you on a daily basis.  

**Improving Your Presentation Skills**  
( Max. of 12 participants)  

8.1.13  
9am-4pm  
Donna Satchell  
$150  

Delivering effective presentations is key for professional success. Come and learn how to overcome your presentation fears and nervousness. Learn how to develop a great opening, gain the audience’s attention, deliver a speech with impact, and close a speech effectively. This is an experiential and interactive class in which you will create and present a short speech.

**MS Excel Level III**

8.6.13  
1pm -3:30pm  
Deborah Dunbar  
$50  

In this course you will learn about PivotTables and Pivot Charts. You will password protect your beloved spreadsheet or just a portion of your spreadsheet. You will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, and share Excel data with other applications by importing and exporting data.  
**Prerequisite: Excel L2**

**The Ends & Outs of Getting Back Your Money & Property**

8.8.13  
10am-11 am  
Jeanette Sanders, Risk Mgr.  
Free  

Recommended for departments with past losses of computers, unauthorized entry, water, fire damages, etc.

**Dealing with Difficult People (OPC)**

8.8.13  
9am-4pm  
Rich St Denis  
$150  

This hands-on and highly practical course will build your knowledge, skills and confidence to handle several types of conflict and difficult people. You will learn and practice proven skills to reduce the tension with emotionally challenging colleagues. You will sharpen your ability to tactfully but firmly assert your own needs and desires in a conflict, while finding ways to work collaboratively.

**Critical Thinking**

8.15.13  
9am-12:30pm  
Deborah Covin Wilson  
$50  

Raise your game! Critical Thinking facilitates breaking down arguments into their constituent parts and clarifying what evidence lends support to what conclusion. This is the first step towards one’s critical engagement with ideas. Critical Thinking also helps you clearly articulate arguments of your own. The ability to present a coherent and persuasive case for a position is a major asset to anyone.
Critical Thinking continues...

Critical Thinking enables you to think independently, make better decisions, solve problems systematically, and think more creatively. With Critical Thinking in your toolkit, you will be able to detect inconsistencies and common mistakes in reason, recognize your own assumptions and biases, identify the importance and relevance of various ideas, and reach well-reasoned conclusions and solutions.

Emergency First Aid – What to Do Until Help Arrives

8.15.13
10am-11am
Jeanette Sanders, Risk Mgr.
Free

Informational level only. Review of first aid basics. Not a certification class.

Fundamentals of Customer Service (OPC)

8.20.13
9am-12:30pm
Oyin Jones Mitchell
Free

Looking at some of the exceptional models of customer service in the corporate world, some significant questions can be answered. What does it take to raise the level of Customer Service at Georgia State for internal and external customers? Attendees will be challenged to determine their own customer service vision and then to deliver on this vision. This class meets the mandatory state compliance initiative for customer service training for State of Georgia employees.

Roadmap to Problem Resolution at GSU: Discussion and Q&A

8.28.13
11:30am-1:00pm
Campus Conflict Management Committee
Free

A panel discussion with representatives from various offices on campus that assist members of the GSU community in resolving school and work related conflict.

Fundamentals of Good Leadership (MC)

8.29.13
9am-4pm
Rich St Denis
$150

This interactive program will teach you the essentials of the leadership process and help you earn respect as a trusted leader. It will show you how to master the five roles of a leader: role model, visionary, motivator, coach and change agent. It will build your skills in setting the example, the agenda, the direction, and the expectations for others to follow. It will deepen your skills in engaging, influencing, and inspiring others to follow your lead and do their best. It will strengthen your ability to delegate, to coach, and hold others accountable for improved performance. It will help you build a unified team of committed high-performing colleagues.

Trouble Managing Projects? Lunch & Learn

8.30.13
11:30am-12:30pm
Doug Samuels
Free

Bring your Lunch & Learn the basic steps of properly managing a project. What is a project? What is a task? Learn the difference and meet your fellow GSU employees.