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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.

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.

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.

To cancel your class attendance, sign in
to the registration system, click on the
tab Your Schedule, and click on the 
withstanding 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.

Classes may also be canceled due
to low enrollment, defined as fewer
than 10 registrants for courses with a
registration fee and 5 registrants for
all other classes. Course registration is
examined one (1) week prior to class; a
cancellation determination is made on a
case by case basis based on enrollment.

Training Locations
Training sessions are held in rooms
across campus. If there is a change
in location from the original course
posting, you will be notified via email. If
you do not have access to email, please
check the training calendar before
attending class.

Accommodations
If you require a reasonable
accommodation 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

Address and Contact
Information
One Park Place South - Suite 308
Atlanta, GA 30303
Phone 404-413-3352
Fax 404-413-3346
Email orgdev@gsu.edu

About Our Learning and Development Program
### January Training Classes

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker's Compensation Reporting &amp; Procedures</td>
<td>Jan 14th</td>
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<td>Making the Most of Performance Evaluations (MC) (FLSC)</td>
<td>Jan 23rd</td>
<td>9am-12pm</td>
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</tbody>
</table>

#### Worker's Compensation Reporting & Procedures

This workshop provides training on Worker’s Compensation reporting and procedures that must be followed by the injured employee and their supervisor. Workers’ Compensation Insurance coverage is a program created by State Law that provides medical, rehabilitation, income, death and other benefits to employees and dependents due to injury, illness and death resulting from a compensable work-related claim covered by the law. A highly recommended workshop for supervisors and managers.

#### Program Volunteers – Exposure and Safeguard

**Q:** Does your volunteer program comply with State and GSU standards? Find out here.

#### Making the Most of Performance Evaluations (MC) (FLSC)

Managers have the dual tasks of evaluating performance of supervisors as well as reviewing evaluations prepared by supervisors. In both situations, managers must ensure that performance evaluations are fair, job-related, and absent discriminatory content and impact. Even more challenging, managers must ensure that performance appraisals meet legal guidelines, as well as maintaining employee morale and productivity. This session will review such topics as avoiding discrimination in performance evaluations and in the evaluation process, evaluating a diverse workforce, setting goals and objectives, improving performance appraisals and the role of managers in the review process.

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**Protecting Office Equipment and Theft Claims Process**

**Q:** Will GSU insurance cover the theft of electronics, a/v equipment, etc.

**A:** Yes and No, depending on the circumstances. Find out what.
February Training Classes

**Defensive Driving Course - DDC8**

| Jan 24-25th | 8:30am-12:30pm | Free |

DDC8 is an 8 hour class designed by the National Safety Council. Its goal is to provide drivers with knowledge and safe driving techniques to prevent collisions and violations. Participants must attend both sessions as scheduled and pass the DDC Course Test before getting their certification card. Course certification is good for 3 years.

---

**Managing Yourself in a Diverse Culture**

| Feb 5th | 9:30am-12:30pm | $30 |

So many times our challenges in life begin squarely with ourselves. The course will help you develop a deeper understanding of your attitudes and feelings. Participants are required to complete the profile instrument the course is designed around. This will help you to better understand where many of your attitudes are in comparison to a healthy culture of diversity.

---

**Create Professional and Impressive Forms**

| Feb 5th | 1pm-3:30pm | Free |

Learn how to create beautiful professional looking forms for Georgia State University and beyond! In Create Professional and Impressive Forms, Deborah Dunbar demonstrates the form creation tools found in Word 2010 and shows how to produce electronic forms that are visually pleasing and easy to navigate. The course covers designing a form; capturing data effectively with drop down lists, date pickers, and check boxes; and adding controls for repeating data using the Word Content Control Toolkit. The course also includes protecting, and distributing forms. This course includes five real-world projects. Exercise files accompany the course.

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**Panther Prowl Recruiting and Tracking System (PPRTS)**

| Feb 7th | 10am-12pm | Free |

This class will provide hiring managers and internal employees the necessary knowledge on how to post vacancies, manage applications and submit qualified candidates for recommendation. Individuals will also learn about system functions and methods to decrease hiring turnaround time, including techniques and strategies for identifying the most qualified candidates.

"I was impressed by both the quality of information and quality of instruction from the workshop (on improving interpersonal communications). I find this extremely important to me in my field and in everyday life."

Candice Taylor, Academic Advisor

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“I was impressed by both the quality of information and quality of instruction from the workshop (on improving interpersonal communications). I find this extremely important to me in my field and in everyday life.”

-Candice Taylor, Academic Advisor

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"The most useful piece of learning for the uses of life is to unlearn what is untrue."

-Antisthenes
### GSU Motor Vehicle Guidelines

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<th>Cost</th>
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<tbody>
<tr>
<td>Feb 7th</td>
<td>10am-11am</td>
<td>Free</td>
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For those who drive a GSU vehicle, rent a vehicle for GSU business or drive your personal vehicle for GSU business.

### The HeartMath Approach to Creating a Civil Environment

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<th>Time</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Feb 8th</td>
<td>9am-12pm</td>
<td>$50</td>
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</table>

We live in a diverse, ever-changing and dynamic world. As a result, conflict and miscommunication crop up everywhere because of small misunderstandings. We need tools to help us effectively address stressful encounters so as to eliminate the negative impact they have on our productivity, relationship and outcomes.

### Bloodborne Pathogens/Universal Precautions

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<tbody>
<tr>
<td>Feb 11th</td>
<td>11am-12pm</td>
<td>Free</td>
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The scope of the Bloodborne Pathogens Standard is not limited to employees in the health care industry. The hazard of exposure to infectious materials affects employees in many types of industries (e.g., laboratory, custodial staff, police, mail service, emergency responder, etc.). Universal Precautions is an approach to infection control used to protect employees from exposure to all human blood and other potentially infectious materials.

### Organization and Time Management

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<tr>
<th>Date</th>
<th>Time</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Feb 12th</td>
<td>9am-12:30pm</td>
<td>$75</td>
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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.

"An investment in knowledge pays the best interest."  
-Benjamin Franklin
Create Impressive PowerPoint Presentations

Feb 19th | 1pm-3:30pm | Free

For users who build PowerPoint presentations, this class shows the tips and tricks to build superior presentations. Wow your audience with interesting animations and engaging custom graphics. Create customized presentations with templates. Add special effects. Use the slide, notes, and handout masters. Create, edit, and import charts. Manage hyperlinks. Create custom shows.

Defensive Driving Course

Feb 21-22nd | 8:30am-12:30pm | Free

DDC8 is an 8 hour class designed by the National Safety Council. Its goal is to provide drivers with knowledge and safe driving techniques to prevent collisions and violations. Participants must attend both sessions as scheduled and pass the DDC Course Test before getting their certification card. Course certification is good for 3 years.

Are You Adaptable?
Lunch and Learn

Feb 21st | 11:30am-12:30pm | Free

Is it Mission and Vision changes, Strategic changes, Operational changes, Technological changes, or Preparing employees to face and embrace change? It's all the above. Come and spend some time to learn about diagnosing your current state in order to determine the need for change and the capability to change.

Managing Others in a Diverse Culture (FLSC)

Feb 28th | 9:30am-12:30pm | Free

Diversity is the collective mixture of items characterized by similarities and differences. Diversity mixtures involve people and their environments including work, socialization process, the complexity of discrimination issues, and managing change. In short, we are all part of the collective mixture of similarities and differences called diversity. Come and learn more about diversity and how to manage it effectively.

Personal Transportation Vehicle (PTV) Safety

Feb 15th | 10am-11pm | Free

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

Preventing Sexual Harassment in the Workplace (MDOC) (MC) (FLSC)

Feb 19th | 9am-12pm | Free

So you refer to a co-worker as “dear,” “babe,” and “darling” or inquire about their sexual identity...what is the big deal? Can your behavior in the workplace be defined as sexually harassing? Learn more about the definition of sexual harassment, appropriate and inappropriate behavior in the workplace, and the University’s policy on Conflict of Interest in Amorous Relationships.

Making the Most of Performance Evaluations

Feb 13th | 9am-12pm | Free

Managers have the dual tasks of evaluating performance of supervisors as well as reviewing evaluations prepared by supervisors. In both situations, managers must ensure that performance evaluations are fair, job-related, and absent discriminatory content and impact. Even more challenging, managers must ensure that performance appraisals meet legal guidelines, as well as maintaining employee morale and productivity. This session will review such topics as avoiding discrimination in performance evaluations and in the evaluation process, evaluating a diverse workforce, setting goals and objectives, improving performance appraisals and the role of managers in the review process.
# March Training Classes

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<thead>
<tr>
<th>Time</th>
<th>Course</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Mar 7th</td>
<td>Microsoft Excel Level 1</td>
<td>1pm-3:30pm Free</td>
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<td>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. Learn to speed up data entry. This class will train you on how to: modify a worksheet, format by adding borders and changing column width and row height, setting page breaks and managing the view of large worksheets and so much more! <em>Prerequisite: Experience with Windows</em></td>
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<tr>
<td>Mar 7th</td>
<td>How to Protect Your Budget from Claims</td>
<td>10am-11am Free</td>
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<tr>
<td></td>
<td>Vehicle, property damage and theft claims can impact budgets (e.g., uninsured losses, deductibles, etc.).</td>
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<tr>
<td>Mar 11th</td>
<td>Keeping Your Workplace Safe</td>
<td>11am-12pm Free</td>
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<td>This workshop provides information on how to keep you safe in the workplace. This workshop includes information about workplace safety, industrial hygiene and a collection of common safety signs and posters to help improve safety conditions at work.</td>
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</tr>
<tr>
<td>Mar 12th</td>
<td>Lawfully Recruiting for Diversity (MDOC)</td>
<td>9am-12pm Free</td>
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<td></td>
<td>Learn how to avoid discrimination complaints related to unfair recruitment/selection. Gain a better understanding of pitfalls, best practices, and the ODDEP review process during a hire.</td>
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<tr>
<td>Mar 14th</td>
<td>Dealing with Difficult People (OPC)</td>
<td>9am-4pm $150</td>
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<td></td>
<td>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 techniques to maintain composure and reduce the tension with emotionally challenging colleagues. You will learn useful methods to understand the sources of the conflict and uncover difficult people’s underlying needs and motivations. You will sharpen your ability to tactfully but firmly assert your own needs and desires in a conflict, while finding ways to work collaboratively towards mutually beneficial solutions.</td>
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</table>
Employees’ Rights and Responsibilities:
The Policies and Procedures of GSU
Mar 20th  9am-12pm  Free
As an employee, do you know what your responsibilities are in working at GSU? Are you aware of the many resources available to you if you have a problem or issue? If not, then this class is for you. This session will cover the main policies related to the employee’s work environment, who to contact for help, and how to access certain resources.

Managing Yourself in a Diverse Culture
Mar 21st  9:30am-12:30pm  $30
So many times our challenges in life begin squarely with ourselves. The course will help you develop a deeper understanding of your attitudes and feelings. Participants are required to complete the profile instrument the course is designed around. This will help you to better understand where many of your attitudes are in comparison to a healthy culture of diversity.

Bullying and Mobbing in the Workplace:
Moving towards Civility
Mar 27th  11:30am-1pm  Free
This workshop addresses the nature of bullying, the rationale for preventing and stopping it, the steps to implementing an anti-bullying program, policies and procedures.

Business Writing and Grammar Skills (OPC)
Mar 28th  9am-12:30pm  $50
Writing letters and memos are part of most people’s daily workload. This class will help you to better understand the writing process, overcome the occasional writer’s block, and organize your information by using a specific method of development. Steps to writing sentences with impact, effective transitional phrases, principles of good memo writing, and how to structure different types of business letters are highlights of this course.

Defensive Driving Course – DDC8
Mar 28th  8:30am-12:30pm  Free
DDC8 is an 8 hour class designed by the National Safety Council. Its goal is to provide drivers with knowledge and safe driving techniques to prevent collisions and violations. Participants must attend both sessions as scheduled and pass the DDC Course Test before getting their certification card. Course certification is good for 3 years.

GSU Motor Vehicle Guidelines
Mar 15th  10am-11am  Free
For those who drive a GSU vehicle, rent a vehicle for GSU business or drive your personal vehicle for GSU business.
April Training Classes

Disability Discrimination (MDOC)

<table>
<thead>
<tr>
<th>Apr 2nd</th>
<th>11am-12pm</th>
<th>Free</th>
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This workshop will take a closer look at the Americans with Disabilities Act Amendment Act and the implications it has on the workplace. Cost: FREE. Upon the completion of this program, you will understand:
1. The wide range of behaviors that may constitute discrimination and harassment.
2. That free speech rights don’t apply in the workplace.
3. What constitutes a tangible employment action.
4. That everyone has a right to work in an environment free from discrimination and harassment.
5. Harassment and Discrimination in the Workplace.

Microsoft Excel Level 2

<table>
<thead>
<tr>
<th>Apr 2nd</th>
<th>1pm-3:30pm</th>
<th>$50</th>
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</table>

*Microsoft Excel Level 2 - You are gaining advance skills.*
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 Vlookups and Hlookups functions. Class topics include the important four Fs: formatting, fills, formulas, and filters. Prerequisite: Must have taken Excel Level 1

Improving Interpersonal Communications (OPC)

<table>
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<tr>
<th>Apr 4th</th>
<th>9am-4pm</th>
<th>$150</th>
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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.
### Basics of Supervision (FLSC)

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<tbody>
<tr>
<td>Apr 9th</td>
<td>9am-4pm</td>
<td>$150</td>
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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.

### Panther Prowl Recruiting and Tracking System (PPRTS)

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<tbody>
<tr>
<td>Apr 10th</td>
<td>10am-12pm</td>
<td>Free</td>
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This class will provide hiring managers and internal employees the necessary knowledge on how to post vacancies, manage applications and submit qualified candidates for recommendation. Individuals will also learn about system functions and methods to decrease hiring turnaround time, including techniques and strategies for identifying the most qualified candidates.

### Worker's Compensation - Reporting & Procedures

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<tr>
<td>Apr 8th</td>
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This workshop provides training on Worker's Compensation reporting and procedures that must be followed by the injured employees and their supervisors. Worker's Compensation Insurance coverage is a program created by State Law that provides medical, rehabilitation, income, death and other benefits to employees and dependents due to injury, illness and death resulting from a compensable work-related claim covered by the law. A highly recommended workshop for supervisors and managers.

### Microsoft Excel Level 3

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<thead>
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<tbody>
<tr>
<td>Apr 16th</td>
<td>1pm-3:30pm</td>
<td>Free</td>
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You've got the Power. Can you Pivot? In this course you will 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, collaborate on worksheets with others, and share Excel data with other applications. Importing and exporting data. Prerequisite: Must have taken Excel Level 2.

### Managing Others in a Diverse Culture (FLSC)

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Diversity is the collective mixture of items characterized by similarities and differences. Diversity mixtures involve people and their environments including work, socialization process, the complexity of discrimination issues, and managing change. In short, we are all part of the collective mixture of similarities and differences called diversity. Come and learn more about diversity and how to manage it effectively.

### Performance Management and the Progressive Discipline Process (MC) (FLSC)

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This session details strategies to promote positive employee relations and Georgia State's progressive disciplinary process. It identifies ways to motivate employees. It provides modeling and practice in how to hold discussions with staff members about unacceptable performance when coaching and feedback have failed to correct performance. The group will also discuss procedures for documentation and handling emotions under pressure.
Outlook on steroids  
**Apr 18th**  |  **9am-12:30pm**  |  **$75**  
Don’t let your productivity dip while you try to learn how to use the new features in Microsoft Outlook 2010. Attend this class and immediately you’ll be proficient. You’ll learn the differences between the To-Do List, To-Do Bar and the Tasks folder and how to use the Tasks folder to drive project productivity. You’ll be introduced to amazing new features such as Quick Steps and “View as Conversation” and learn why these new features can help you rapidly process email. The added bonus is learning how to be more productive using the Calendar as a tool for managing daily work flow.

Critical Thinking  
**Apr 23rd**  |  **9am-12:30pm**  |  **$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 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.

Boosting Employee Morale for Managers  
**Apr 24th**  |  **11:30am-1pm**  |  **Free**  

The Position Review Form (PRF): What is it? Why is it important?  
**Lunch and Learn**  
**Apr 25th**  |  **11:30am-12:30pm**  |  **Free**  
How do we hire new employees at GSU? Learn how to properly fill out a PRF and how this important document fits into the role/job creation process.

Women at Work Series  
**Annual Workshop**  
April 24, 2013  
11am-2pm
## May Training Classes

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
<th>Time</th>
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<tr>
<td><strong>Fundamentals of Good Leadership (MC)</strong></td>
<td>May 1st</td>
<td>9am-4pm</td>
<td>$150</td>
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<td>This hands-on and highly practical course will build your knowledge,</td>
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<td>skills and confidence to handle several types of conflict and</td>
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<td>difficult people. You will learn and practice proven techniques to</td>
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<td>maintain composure and reduce the tension with emotionally</td>
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<td>challenging colleagues. You will learn useful methods to understand</td>
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<td>the sources of the conflict and uncover difficult people's</td>
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<td>underlying needs and motivations. You will sharpen your ability to</td>
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<td>tactfully but firmly assert your own needs and desires in a conflict,</td>
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<td>while finding ways to work collaboratively towards a mutually</td>
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<td>beneficial solution.</td>
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<tr>
<td><strong>Business Etiquette and Professionalism (OPC)</strong></td>
<td>May 7th</td>
<td>9am-12:30pm</td>
<td>$75</td>
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<td>This interactive seminar will help you build strong business</td>
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<td>relationships with associates inside and outside your office or</td>
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<td>department and with customers. It will help you make a positive first</td>
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<td>impression and provide techniques to continue being positive and</td>
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<td>professional in daily work activities. The seminar will show you</td>
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<td>how to meet and greet others, perform appropriately in the work</td>
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<td>environment and use technology effectively. In addition, you will</td>
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<td>learn how to communicate with others in a positive manner when</td>
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<td>challenging situations arise inside the office and with other</td>
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<td>departments and customers.</td>
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<td><strong>The Grievance and the Complaint: What's the Difference (MDOC)</strong></td>
<td>May 8th</td>
<td>9am-12pm</td>
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<td>What is a grievance? What is a complaint? When should an individual</td>
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<td>file a grievance versus a complaint? What is a manager's responsibility once a grievance or complaint is filed? Gain a better understanding of the grievance and investigative processes, time frames, referrals, steps to follow, and a manager's role/responsibility in monitoring the environment.</td>
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Bloodborne Pathogens/Universal Precautions
May 8th  11am-12pm  Free
The scope of the Bloodborne Pathogens Standard is not limited to employees in the health care industry. The hazard of exposure to infectious materials affects employees in many types of industries (e.g., laboratory, custodial staff, police, mail service, emergency responder, etc.). Universal Precautions is an approach to infection control used to protect employees from exposure to all human blood and other potentially infectious materials.

Create Professional and Impressive Forms
May 14th  1pm-3:30pm  Free
Learn how to create beautiful professional looking forms for Georgia State University and beyond! In this course, Deborah Dunbar demonstrates the form creation tools found in Word 2010 and shows how to produce electronic forms that are visually pleasing and easy to navigate. The course covers designing a form; capturing data effectively with drop down lists, date pickers, and check boxes; and adding controls for repeating data using the Word Content Control Toolkit. The course also includes protecting and distributing forms. This course includes five real-world projects. Exercise files accompany the course.

Harassment and Discrimination in the Workplace (MDOC)
May 16th  9am-12pm  Free
Upon completion of this program, you will understand: the wide range of behaviors that may constitute discrimination and harassment that free speech rights don’t apply in the workplace, what constitutes a tangible employment action, that everyone has a right to work in an environment free from discrimination and harassment.

Create Impressive PowerPoint Presentations
May 21st  1pm-3:30pm  Free
For users who build PowerPoint presentations, this class shows the tips and tricks to build superior presentations. Wow your audience with interesting animations and engaging custom graphics. Create customized presentations with templates. Add special effects. Use the slide, notes, and handout masters. Create, edit, and import charts. Manage hyperlinks. Create custom shows.

Understanding and Managing Conflict
May 22nd  11:30am-1pm  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 (faculty and staff) and external (students and visitors) 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.

Coaching Skills for Managers (MC)
May 24th  9am-4pm  $150
Coaching is fast becoming a competency that leaders and managers must have. This class will cover a 5-step basic model in Coaching. We will address: Why Coaching, How to Create Trust, How to Coach, and Competencies and Skills like listening, questioning and feedback that make a good coach. We will address two styles of coaching and the differences in using them in Performance and Career Coaching. The course will have opportunities for you to practice… so bring examples with you that you would like to work on.

Trouble Managing Projects?
May 28th  11:30am-12:30pm  Free
What is a project? What is a task? Learn the difference and meet your fellow GSU employees. Bring your Lunch & Learn the basic steps of properly managing a project or task.

Fundamentals of Customer Service (OPC)
May 30th  9am-12:30pm  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 (faculty and staff) and external (students and visitors) 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.
Panther Tracks New Employee Orientation

2013 Dates

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<tr>
<th>January</th>
<th>February</th>
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<td>23rd</td>
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<td>24th</td>
<td>22nd</td>
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Every fourth Wednesday of the month.

New Employee Orientation introduces Georgia State University’s structure and culture, the challenges and opportunities of employment at the University, and a chance to meet other new employees. You will learn about University mandates, policies and procedures and Panther Perqs, one of the great benefits that GSU offers. And, you’ll have plenty of opportunity to ask questions.

Registration

Employees can register in person at 1 Park Place Suite 300 or click here to register Online.

Location

Commerce Club
Brown Bennett Room - 18th floor
9am-1pm

Contact

Doug Samuels
dsamuels@gsu.edu
404.413.3281

*Location subject to change due to faculty & staff attendance. Please be sure to confirm location*