



HUMAN RESOURCES

Staff Training & Development – Spring 2012

Greetings from Staff Development!

We are pleased that the online Staff Training & Development Catalog has received positive feedback. You will find a comprehensive listing of training opportunities available in one place. With this online format, you click on links that will not only take you to additional information for some of the course offerings, but also make registration easier.

As a member of the UNCW community, you have so many learning opportunities available to you, and now they are just a mouse click away! We encourage you to challenge yourself by taking a course that will enhance your current skills and competencies or enable you to learn something new.

Take advantage of the UNCW learning experience and . . .

Keep on Soaring!



Registration Information

To register for an **HR sponsored** workshop only, simply complete the online form found on each page of this booklet of HR courses and **submit online:** <http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Please make certain you register for the course according to the heading at the top of the course outline; otherwise your registration may be delayed and the class filled. Please give us 48 hours notice if you need to cancel your course attendance.

For all other classes, please follow that department's registration instructions within this booklet.

- **Location, Location, Location**

Please make certain you pay attention to the course outline for the location of each session.

- **Costs?**

All courses are offered at no charge, unless otherwise noted.

- **Questions?**

Call Human Resources at 2-7773 for information on classes, registrations or suggestions for professional development opportunities.

TABLE OF CONTENTS

New Employees	2	Randall Library	17
Managers & Supervisors	3	Fitness for Life	18
Professional Skills Development	4	SkillSoft	19
Administrative Opportunities	7	Professional Development	
Business Skills	8	Workshops (<i>fee based through Public Svc & Continuing Ed.</i>)	21
Environmental Health & Safety	9	Academic Course Tuition	
Personal Safety	16	Waivers	24

FOR NEW EMPLOYEES

New Employee Orientation (NEO) 2011 Updates!

During their first months of employment at UNC Wilmington, new employees are welcomed and introduced to UNC Wilmington's, mission, vision, core values and strategic goals. Employees will meet representatives from departments that provide services and information for all UNC Wilmington staff. Also, the day and a half orientation process will include benefits enrollment and cover safety orientation, workplace violence prevention, policy review, campus shooter response, and diversity training. NEO is currently scheduled for the first Wednesday and Thursday each month.

Dates:	First Wednesday and Thursday of every month
Time:	Day 1: 8:30 am – 5:00 pm Day 2: 8:30 am – 12:00 pm
Location:	Human Resources Training Room, 1612 Military Cutoff, Room 218
Audience:	New Employees
Facilitators:	Amy Evans, Elizabeth Greene, Kelly Kennedy - Human Resources Dr. Jose Hernandez - Academic Affairs Stan Harts - EH&S Lt. James Watkins - University Police

FOR MANAGERS AND SUPERVISORS

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Foundations of Supervision

A two - day course focusing on developing core supervisory competencies. This course emphasizes building supervisory relationships, supervisory styles, effective communication and coaching for success.

Date: March 29 - 30
Time: 8:30 – 4:00
Location: HR Training Room (Airlie 218)
Facilitator: Liz Grimes

Interaction Management

This four-day behavior-modeling course prepares supervisors and managers to guide critical day-to-day leadership interactions. Participants will learn skills needed to effectively address employee work habits and performance issues.

*This course is a prerequisite for the Public Managers Program

Date: April 26 – 27 and May 10-11
Time: 8:30 – 4:00
Location: HR Training Room (Airlie 218)
Facilitator: Liz Grimes

Successful Performance Management

This course prepares supervisors and managers to create conditions for their employees' success on the job. Topics include, developing employee work plans, coaching, providing feedback and conducting performance evaluations.

Date: May 16
Time: 3:00 – 5:00
Location: HR Training Room
Facilitator: Liz Grimes

Managing Effective Performance (MEP)

Program: SMD
Section: 408

This program is for middle managers (those who supervise supervisors); professionals who have program management responsibilities but who may not supervise employees directly; and supervisors of professional staff. Managing Effective Performance replaces *Supervision for Managers and Professionals (SMP)* and is a pre-requisite for *NC Certified Public Manager* program. Managing Effective Performance provides participants with strategies to effectively carry out the leadership aspects of the management role. Courses concentrate on applying leadership processes to facilitate the effective performance of individual employees and work teams. Completion of an online *Situational Leadership* module is required prior to attending any of the three classroom sessions. Successful completion of the program requires full participation in the online module and all three sequential classroom sessions as well as passing an online examination.

Important Course Information: Courses are taught in two-day sessions. There are three classroom sessions, typically scheduled with one or two weeks between the sessions. The exam is available to participants online for a two-week period beginning one week following the last classroom session. Total program time averages 48 hours (including time spent

**For Managers and Supervisors
-continued-**

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

online for the *Situational Leadership* module, final exam, and other out of class assignments). **The online coursework is completed by participants prior to the second session of each course.**

Duration: 48 hours (Time estimated includes classroom and online requirements)
Time: 9:00 AM - 5:00 PM
Locations: Various - Please check our [website](#):
Class Limit: 24
Minimum Enrollment: 16 / Cost: \$295
Course Facilitators: Kathi Parker & Susan Adams

Special Note: Registration for this program is handled through your agency's training coordinator. For more information contact Joan Davis at (919)733-6865; email: joan.davis@osp.nc.gov.

Certified Public Manager Program

Are you taking the necessary steps to be the best manager you can be?
If you are a state government middle manager who has successfully completed:

- 1) Supervision for Managers/Professionals, Managing Effective Performance, Fundamentals of Management or Introduction to Supervision (scoring 90 or better on the final exam);
- 2) The Equal Employment Opportunity Institute; and
- 3) Performance Management or Interaction Management, then this is the program for you.

The Certified Public Manager (CPM) Program is a structured curriculum that provides an in-depth, comprehensive, competency-based, developmental program for middle managers from state government agencies and universities. The program consists of the Management Development Planning Workshop (MDPW), 8 courses (not including the prerequisites); each delivered in 2-1/2 day sessions over a two-year period with the completion of an individual project. The CPM Program is authorized under the auspices of the National Certified Public Manager Consortium to designate those who successfully complete all program requirements as Certified Public Managers. **The cost for this program is \$1200, paid over 2 fiscal years of \$600 each year. For more information contact:** Jean Waters at (919) 733-9677; email: jean.waters@osp.nc.gov, or visit our website: www.osp.state.nc.us.

EEOI The Equal Employment Opportunity Institute

More and more organizations are finding themselves involved in the litigation process because they have not trained their managers and supervisors to understand their responsibilities under the employment laws. The Equal Employment Opportunity Institute (**EEOI**) is designed with the latest information needed to help managers and supervisors understand federal and state equal employment opportunity laws, affirmative action, and how they apply to daily work situations. Managers and supervisors will also receive information to help them work more effectively with a diverse workforce and discover how to build an inclusive work environment free from discrimination. **This is a mandated course for all state government managers and supervisors under House Bill 959 and G.S. 126.16.1.** The course is 1-1/2 days in length and is conducted throughout North Carolina. For scheduled dates, locations, and additional information, visit our website <http://www.osp.state.nc.us/HRD/traincat/Courses/smd/smd136.html> or call Heather Evans at: (919) 733-2601, email: heather.evans@osp.nc.gov. **Special Note:** Registration for this course is handled through your agency's EEOI Coordinator.

Copy into your web browser: https://www.formsite.com/waters/form789800950/secure_index.html

Dates: April 12-13, 2012
Time: TBA
Location: FSC, Masonboro Island Room 2011

PROFESSIONAL SKILLS DEVELOPMENT

Identity Verification Processing (required by Department of Homeland Security)

Do you process I-9s? Enter E-Verify? Then this training is for you. Training will cover Form I-9 documentation and the E-Verify System, which are used to perform employment eligibility verifications on all newly hired employees (including graduate and undergraduate student workers).

Dates: TBA
Time: TBA
Location: TBA
Audience: Anyone responsible for I-9 documentation and processing
Facilitator: Ivor Dikkers – Human Resources

Records Retention (Keep it, File it, Share it, Delete it, Shred it or Archive it: What to do with UNCW Records and When)

The State of North Carolina and the UNC General Administration have approved a new records retention schedule for the UNC system. If you are the custodian of records for your office, have responsibility for records management or want to learn more about the legal obligations, you should attend this workshop. You will learn what constitutes a public record, what key exceptions exist for keeping records confidential, the length of time required to keep records before they may be destroyed, the types of UNCW information gathered by Archives, how to request a modification to the schedule for specific records, the university's policies on FERPA and public records requests, and how to best maintain the enormous number of electronic records received and sent on a daily basis.

Dates Offered: TBA
Audience: All UNCW employees
Facilitators: Office of General Counsel, ITSD, and Randall Library

Harassment Awareness Mini-Conferences

Conducted by the Office of Human Resources and the Office of the General Counsel. All UNCW employees are encouraged to attend these sessions to learn what behaviors constitute harassment, how to be responsible for one's behavior, and how to work toward creating an environment which is free of harassment. The session involves an interactive process in which scenarios are presented to participants using a case-study approach.

Date: TBA
Location: TBA
Audience: All UNCW Employees
Facilitator: General Counsel & Human Resources Personnel

To register for a Harassment Awareness Conference, please click here:

<http://www.uncw.edu/hr/harassment-conferences-registrationform.html>

**Professional Skills Development
-continued-**

Harassment Awareness Online



All UNCW employees are encouraged to learn what behaviors constitute harassment, how to be responsible for one's behavior, and how to work toward creating an environment which is free of harassment. You may complete an online version of the Harassment Awareness education which averages one hour in length. Detailed instructions are below. To use the computer based training, please log into SeaPort at <http://seaport.uncw.edu> using your e-mail username and password.

- Pop-up blockers need to be turned off in order for the course to run. You may receive a message which will instruct you how to fix this issue.
- Faculty can find the link to CBT-SkillPort on the Faculty tab-Faculty Services channel. (left side of the screen)
- Staff can find the CBT-SkillPort on the Employee tab-Employee Services channel. (right side of the screen)
- Once in SkillPort, click on the Catalog link on the black bar at the top of the page, and then select the UNCW Custom Content Repository.
- There will be two “unlawful workplace harassment” courses available: *Supervisor/Manager* and *Faculty/Staff*. Please choose the course that fits your primary position.
- Click on the “play” button to start the course. If you have problems accessing the course, please contact TAC at 2-4357.
- You have successfully completed the course when you score 80% or higher on the course test. Human Resources will receive a record of your course completion.

New employees are required to complete the education within 6 months of hire. All employees are required to participate in training every 3 years.

Keep on Soaring!



ADMINISTRATIVE OPPORTUNITIES

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Finance Training Certificate Program

The Finance Training Certificate Program includes three comprehensive certificate levels that lead you through a progressive track of study of the university's financial processes and systems. To learn more about this program, go to our website at http://uncw.edu/ba/finance/financetraining/For_Staff.html.

Cost Saving with Seahawk Mail

Seahawk Mail presents a Mail Preparation workshop. The USPS offers discounts for presorted first class and standard mailings because Seahawk mail does the work that otherwise would have been done by USPS. Presorted first class and standard rates are discounted from "single-piece" rates. Standard mail is a way to save money on postage (20%-40%). There are various levels of savings depending on how the mailing is prepared. Join us for this priceless cost-saving training. Topics covered at the workshop: Basic Preparation, Rates, Discounts, Permit Imprint Guidelines, Mail Piece Dimensions, Nonprofit Qualifications, Mail List Preparation, and Variable Data Addressing.

Date: TBA
Time: TBA
Audience: All UNCW employees
Location: Environmental Health & Safety Training Room
Facilitator: Michael Lloyd

Effective Techniques for Printing Projects

Have you ever wondered how to get your departmental brochure printed on time? Have you ever been unsure of what information you needed to provide Printing Services to make sure your printing project meets your expectations? Then this workshop is for you. This workshop is offered to all employees who, at one time or another, are responsible for getting material printed at the Print Shop. So, bring your questions and find the tools you need to get your project printed and delivered efficiently.

Date: TBA
Time: TBA
Audience: All UNCW Employees
Location: Human Resources Training Room / 1612 Military Cutoff, Room 218
Facilitator: Don Harty

Information Security & You

Do you know what is required of you in terms of appropriate and responsible use of University Electronic Equipment? Do you know how to keep your files and equipment safe from viruses, worms, phishing and hackers? Want to learn how to minimize the possibility of identity theft? Protect your cell phone and personal digital assistant equipment from the folks who would like to access your data and identity information. A must course for anyone who uses PC's, cell phones, and PDA's. Learn and implement the electronic security measures and practices you need to ensure that your data, files and equipment remain safe and secure.

Date/Time: **Last Friday** of Every Month, 1:00-3:00 pm
Audience: All UNCW Employees
Facilitator: Zachery S. Mitcham, IT Security Officer

Please contact Zachery Mitcham at 962-3047 with any questions.

BUSINESS SKILLS

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Cameron School of Business Courses

Faculty and Staff receive 10% off listed price (except as noted).

Project Management Certificate Program www.uncw.edu/pm

This program provides the opportunity to learn the advanced aspects of project management by focusing on managing projects and your role as a project manager and leader. You will learn how to better prepare project schedules, develop project measures and advanced approaches to project control; and how to develop, lead and motivate project teams, manage project risk and financial budgets and constraints.

Date: 5 weeks, Tuesday and Thursday nights only, April 2012 (dates TBD)

Time 6:00—9:00pm

Audience: All UNCW employees and the public

Facilitator: Cameron School of Business Swain Center

Cost: \$995

GMAT Review Course www.uncw.edu/gmat

Course instructors focus on providing strategies for handling the different sections of the GMAT exam, along with taking students through several practice tests. Instructors encourage student participation and questions throughout the review session.

Date: January 28 and 29, Saturday and Sunday; also will be offered April 21 and 22

Time 8:00am—5:00pm (lunch included)

Audience: All UNCW employees and the public

Facilitator: Cameron School of Business Swain Center

Cost: \$275

Certified Global Business Professional

The NASBITE CGBP provides a benchmark for competency in global commerce. The CGBP designation demonstrates an individual's ability to conduct global business including Global Business Management, Global Marketing, Supply Chain Management, and Trade Finance.

Date: April 20 and 21

Time: 10am—5pm (April 20) and 8am—3pm (April 21)

Audience: All UNCW employees and the public

Facilitator: Cameron School of Business Swain Center

Cost: \$275

Introduction to SQL and Databases

This program provides hands-on training in Structured Query Language (SQL) and database fundamentals using Microsoft SQL Server 2008 R2. Instructors use business examples focused on solving organizational problems.

Date: May 18, 25, June 1, 8, 15, and 22

Time: 2pm—5pm

Audience: All UNCW employees and the public

Facilitator: Cameron School of Business Swain Center

Cost: \$1375

Business Skills -CSB Courses continued-

Operation Entrepreneurship for Retired Veterans

This workshop is designed to give participants the knowledge and tools required to start and grow a successful business. Specific areas include identifying business opportunities, conducting feasibility studies, developing the business plan, becoming financially literate, evaluating alternative ways of financing new ventures and identifying the appropriate form of legal organization.

Date: Junes 2012 (dates TBD)

Time: TBD

Audience: All UNCW employees and the public—must be veterans

Facilitator: Cameron School of Business Swain Center

Cost: \$35 veteran/\$50 veteran + spouse

ENVIRONMENTAL HEALTH AND SAFETY

*To register for any of these training classes, contact **Priscilla Sykes, ext. 3057, sykesp@uncw.edu**.*

CPR/AED/First Aid

Adult CPR; Automated External Defibrillator; and First Aid training are offered on a regular basis and on special requests. It is conducted as two sessions in one day and upon successful completion, participants are certified for Adult CPR/AED for one year and First Aid for three years through the American Red Cross.

Date/Time:

February 7 8:30am – 3:00pm

April 10 8:30am – 3:00pm

June 6 (Adult/child) 8:30am – 3:00pm

June 19 (Adult only) 8:30am - 3:00pm

Cost: \$40.00

Facilitators: Mike Seigh, EH&S

Location EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Preparing for Emergencies

These classes are designed to help faculty and staff recognize, prevent and react to emergencies and make sure that departments have adequate plans in place in the event of an emergency. Topics will include the full active shooter training, as well as preparations and departmental and university planning for hurricanes, fires, tornados, medical emergencies, gas leaks and more. The sessions also will include training on the use of a new siren alert system.

Date/Time: Taught upon request

Facilitators: Stan Harts, EH&S
James Watkins, University Police
Karen Pappas, Human Resources

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Environmental Health And Safety **- courses continued-**

Storm Spotter

Become a certified National Weather Service Storm Spotter. The most important resource the National Weather Service has is citizens who can recognize threatening weather and relay the information. This training will teach you how to recognize severe weather such as tornados, thunderstorms, flooding, lightning, hail, and microbursts; know what weather phenomena needs to be reported; and how to relay the information to the National Weather Service. By taking this training you will also enhance UNCW's status as a StormReady university.

Date/Time: Taught upon request

Facilitators: Kevin Madsen, Emergency Management

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Suspicious Package

Do you handle mail and packages for your department on a regular basis? If so, this essential training will help you know how to identify suspicious packages, understand threats, protect yourself, and understand emergency procedures for suspicious packages on campus.

Date/Time: Taught upon request

Facilitators: EH&S

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Rip Current Awareness

Come learn about an ocean hazard more deadly than sharks! Rip currents claim many lives each year. In this training you will learn what a rip current is, how to identify one, how rip currents are forecasted, and what to do if you find yourself caught in one. This is particularly valuable training for people new to the area who plan on becoming frequent beach goers, or for people who are interested in getting involved with rip current education programs.

Date/Time: Taught upon request

Facilitators: Kevin Madsen, Emergency Management

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Environmental Health And Safety - courses continued-

Bloodborne Pathogens – Preventing Disease Transmission (OSHA 29 CFR 1910.130)

Designed to protect workers at risk of occupational exposure to bloodborne pathogens such as HIV, Hepatitis B and Hepatitis C virus. Cases of occupational transmission are low and preventable. Annual training required.

Date/Time:

January 25	9:00am to 11:30am
March 22	9:00am to 11:30am
May 17	9:00am to 11:30am

Cost: \$10.00

Facilitators: Stan Harts/George Accattato, EH&S

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Respiratory Protection (OSHA 29 CFR 1910.134)

In certain situations employees may need to wear respiratory protection to perform their jobs safely. No employee may wear an air purifying respirator prior to enrollment in the program. This is the training component of the program, which also includes selection and fit testing of an appropriate respirator and an annual qualifying medical exam. If you have a respirator, bring it to the class.

Date/Time

February 15	10:00am to 11:00am
April 18	10:00am to 11:00am

Cost: \$10.00

Facilitators: Deb Tew, EH&S

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Laboratory Workers Radiation Safety (15A NCAC 11)

NC Radiation Protection Agency **required** training for anyone working at the university who utilizes radioactive materials, radiation or X-rays in their work. The 4 hour course covers basic awareness through ‘occupational radiation worker’ levels. Course content includes signage, radiation basics, health physics practices, disposal, exposure monitoring, etc. **This training is required for anyone who will work with radioactive materials or X-rays unless formally waived by UNCW Environmental Health & Safety Department.**

Date/Time: Taught upon request (4 Hour Class)

Facilitators: George Accattato, EH&S

Location: EH&S EOC, Hoggard Room 125

Environmental Health And Safety - courses continued-

Radiation Safety Awareness (15A NCAC 11)

NC Radiation Protection Agency required training for anyone working in university laboratories where radioactive materials, radiation or X-rays are being used. The 2 hour course content includes signage, basic health physics principals, radiation risks, exposure limits, etc. **This training is required for anyone who will work in radioactive materials or X-ray use areas unless formally waived by UNCW Environmental Health & Safety Department.**

Date/Time: Taught upon request (2 Hour Class)

Facilitators: George Accattato, EH&S
Location: EH&S EOC, Hoggard Room 125

Lab Safety Awareness

Addresses basic laboratory safety concepts for those who enter laboratories to perform maintenance, housekeeping and other support functions. This class describes warning signs, emergency procedures and general awareness principles.

Date/Time: Taught upon request

Facilitators: Deb Tew/George Accattato, EH&S
Location: EH&S EOC, Hoggard Room 125
Classes available for four or more participants upon request.

Lab Safety(OSHA 29 CFR 1910.1450)

Covers policies and practical information for all employees and students engaged in the laboratory use of hazardous materials including Radiation Awareness. Training topics include descriptions of chemical and other hazards in the workplace, basic toxicology, exposure prevention and detection, and laboratory waste disposal. Required training is provided to faculty, staff teaching assistants and laboratory technicians. Taught in conjunction with the Formaldehyde class (below). *Students are encouraged to attend.*

Date/Time:
January 11 – 1:30pm to 3:00pm
May 9 - 10:00am to 11:30am

Facilitators: Deb Tew/George Accattato, EH&S
Location: EH&S EOC, Hoggard Room 125
Classes available for four or more participants upon request.

Environmental Health And Safety **- courses continued-**

Formaldehyde(OSHA 29 CFR 1910.1048)

Required training for anyone who works in a lab that utilizes formaldehyde. Covers the OSHA standard including signage, handling, ventilation, PPE and disposal. Taught in conjunction with the Lab Safety class (above). *Students are encouraged to attend.*

Date/Time:

January 11 3:00pm to 3:30pm

May 9 11:30am to 12Noon

Facilitators: Deb Tew, EH&S

Location: EH&S EOC, Hoggard Room 125

Classes available for four or more participants upon request.

Portable Fire Extinguisher(OSHA 29 CFR 1910.178)

This session focuses on the various types of extinguishers used on campus and the pros and cons of each type. Proper operation of extinguishers and the types of fires they are best suited for will be discussed and demonstrated.

Date/Time

February 14 9:00am to 11:00am

March 20 1:00pm to 3:00pm

April 17 1:00pm to 3:00pm

Facilitators: Danny Edens, EH&S

Location: EH&S Training Room, EH&S Building

Classes can be conducted at your departmental staff meeting upon request.

Industrial Low-Lift Trucks/Forklift (OHS 29 CFR 1910.178)

This training is designed to help employees understand the main hazards of industrial trucks, general safety principles for all kinds of hand trucks and special rules for using two-wheeled hand trucks, four-wheeled hand trucks, pallet movers and powered hand trucks. Powered industrial trucks to include forklifts, platform lift trucks and other specialized industrial trucks powered by internal combustion engines may only be used by trained authorized operators. Training includes classroom time and a practiced skills evaluation. Three year certification issued.

Date/Time:

February 16 8:00am to 12 Noon

March 22 1:00pm to 4:00pm

April 19 1:00pm to 4:00pm

Cost: \$15.00

Facilitators: Danny Edens, EH&S

Location: EH&S Training Room, EH&S Building

Classes available for four or more participants upon request.

Environmental Health And Safety **- courses continued-**

Hazard Communication(OSHA 29 CFR 1910.1200)

Provides employees with effective information and training on hazardous chemicals in their work area at the time of initial assignment and whenever a new physical or health hazard, the employees have not been previously trained on, is introduced into their work area. Training will enable employees to obtain the necessary information off of a Material Safety Data Sheet (MSDS).

Date/Time:

February 23 10:00am to 11:30am

April 25 2:00pm to 3:30pm

Facilitators: Stan Harts, EH&S

Location: EH&S EOC, Hoggard Room 125

Classes can be conducted at your departmental staff meeting upon request.

Back Injury Prevention

Back injuries and slips, trips and falls cost UNCW more than any other type of accident. This training consists of two American Red Cross courses that cover the following. Back injury prevention covers the causes of their back pain and learn how posture, stretching and safe lifting skills can reduce the risk of injury.

Date/Time: Taught upon request (One Hour Class)

Cost: \$5.00 (or less for larger groups)

Facilitators: Stan Harts, David Todd

Location: EH&S EOC, Hoggard Room 125

Classes can be conducted at your departmental staff meeting upon request.

Slip/Trip/Fall

Back injuries and slips, trips and falls cost UNCW more than any other type of accident. This training consists of two American Red Cross courses that cover the following. Slips, trips and falls, include the causes of accidents and their remedies including practical advice on shoe selection, ladder safety and injury prevention programs.

Date/Time: Taught Upon Request (One Hour Class)

Cost: \$5.00 (or less for larger groups)

Facilitators: Stan Harts, David Todd

Location: EH&S EOC, Hoggard Room 125

Classes can be conducted at your departmental staff meeting upon request.

Environmental Health And Safety **- courses continued-**

Aerial Lift Training (OSHA 29 CFR 1910.67 and 1910.68)

This training is designed to help employees understand the main hazards of aerial lifts, general safety principles for all kinds of aerial lifts and special rules for using aerial lifts. Training will include scissor lifts, lift trucks, towable lifts, man lifts and other aerial lifts that shall only be used by trained authorized operators. Training includes classroom time and a practiced skills evaluation.

Date/Time:

January 10	1:30pm to 5:30pm (<i>Class Full</i>)
January 12	7:30am to 12:30pm (<i>Class Full</i>)
March 27	9:30am to 2:30pm
May 4	9:30am to 2:30pm

Facilitators: David Todd, EH&S
Location: EH&S Training Room, EH&S Building
Classes available for **five** or more participants upon request

Golf/ Utility Cart Operator Training

Training is for students, faculty or staff whose work/ duties include the use of a golf/ utility cart. This training is designed to help participants understand the main hazards of golf/ utility cart operation as well as safety precautions associated with golf/ utility cart use.

Date/Time:

March 9	10:00am to 11:30am
May	10:00am to 11:30am

Facilitators: David Todd, EH&S/ Stan Harts, EH&S & Lt. Watkins, UNCW PD
Location: EH&S EOC, Hoggard Room 125
Classes available for four or more participants upon request

PERSONAL SAFETY

Sponsored by University Police Department

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Rape Aggression Defense

The Rape Aggression Defense System teaches realistic self-defense techniques for women. This comprehensive, women-only course begins with awareness, prevention, risk reduction and risk avoidance, while progressing on to the basics of hands-on defense training. This course carries a *free lifetime return and practice policy* for all RAD graduates.

Register on-line: <http://www.uncw.edu/ba/police/radschedule.htm>

Audience: Faculty, Staff and their spouses and children

Dates: **Session I**

Tuesday,	Jan 31, 2012	6:00 – 8:30pm	
Thursday,	February 02, 2012	6:00 – 8:30pm	
Tuesday,	February 07, 2012	6:00 – 8:30pm	
Thursday,	February 09, 2012	6:00 – 8:30pm	(Simulation class)

Session II

Saturday	February 18, 2012	1:00 – 4:00pm	
Sunday	February 19, 2012	1:00 – 4:00pm	
Saturday	February 25, 2012	1:00 – 4:00pm	
Sunday	February 26, 2012	1:00 – 4:00pm	(Simulation class)

Session III

Monday	March 19, 2012	6:00 – 8:30pm	
Wednesday	March 21, 2012	6:00 – 8:30pm	
Monday	March 26, 2012	6:00 – 8:30pm	
Wednesday	March 28, 2012	6:00 – 8:30pm	(Simulation class)

Session IV

Saturday	April 14, 2012	1:00 – 4:00pm	
Sunday	April 15, 2012	1:00 – 4:00pm	
Saturday	April 21, 2012	1:00 – 4:00pm	
Sunday	April 22, 2012	1:00 – 4:00pm	(Simulation class)

Facilitator: Kelli Kotler/ 962-4042

Location: Varies

Community Response to Violent Incidents

This presentation raises awareness and facilitates discussion regarding the options that should be considered if faced with a potentially violent situation. The instructor's outline relies on the lessons learned from Columbine High School and other incidents of violence that have occurred in educational settings within the United States, and relates it to the UNCW community. Among the issues reviewed are securing classrooms and workspaces, communication procedures, and law enforcement response. This is a 45 minute PowerPoint presentation that can be conducted at any requested location.

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

PERSONAL SAFETY -continued-

Sponsored by University Police Department

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

Defensive Driving

This course provides drivers with knowledge and safe driving techniques to prevent collisions and violations. It focuses on collision prevention through hazard recognition and application of collision-avoidance techniques. The course also addresses common driving violations that result in collisions and how to change driving habits to eliminate moving violations. **This course is required for employees who operate a state vehicle as a routine part of their job.**

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

Passenger Van Safety Course

This course addresses the differences in size and handling of the passenger van and the greater responsibility drivers have while transporting multiple passengers. It focuses on collision prevention through hazard recognition and application of collision-avoidance techniques. It also addresses common driving violations that result in collisions and how to change driving habits to eliminate moving violations. **This is a required course prior to driving 14 10/11 passenger vans and 14 passenger buses.**

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

The Co-Worker Guide to Recognizing Signs of Domestic Violence

This course educates workers on how to recognize any signs that a co-worker may be involved in a domestic violence-related relationship. This course also covers recent domestic violence workplace statistics and offers conflict resolutions and discusses resources that are available to victims. This is a 45-minute PowerPoint presentation that can be conducted at any location and time.

Date/Time: TBA

Facilitator: Lieutenant James Watkins, UPD

For information call 962-7768

RANDALL LIBRARY WORKSHOPS

<http://www.uncw.edu/hr/documents/RegistrationForm.pdf>

The Randall Library workshop On Demand series provides the UNCW community with opportunities to learn about new technologies, resources and issues affecting the changing information landscape.

- No registration required for workshops, unless otherwise noted
- All workshops are held in **Randall Library Room 1022** unless otherwise noted
- Open to all UNCW faculty, staff and students
- Schedule available online: <http://library.uncw.edu/workshops/>

Workshops are now available “on demand.” We can provide a workshop to your class or at a staff/faculty meeting or to a small group of five or more. Topics are:

- Analyzing Publications for Faculty
- Combating Information Overload
- Copyright and Creative Commons
- Finding Stuff You'll Love: Films, Music & Books
- Integrating Library Resources into Your Blackboard Course
- In the Public Domain: Finding, Using, Sharing Images and More
- Keep it, File it, Share it, Delete it, Shred it or Archive it
- Multimedia Materials in Classes: Beyond DVDs and YouTube
- NIH Mandate: What You Need to Know
- OER Initiatives: Sharing Teaching & Learning Materials
- Reference USA
- What Can Seahawk DOCKS Do For You?
- All About Google
- Google Docs
- Audacity Software
- Second Life: Living in a Virtual World
- SimplyMap It!
- Social Networking 101
- Wikipedia 360: The Good, the Bad and the Anonymous
- Advanced Research Techniques for Graduate Students
- ILL and Document Delivery
- Managing Your Citations: EndNote
- Plagiarism 101
- Zotero

Contact Anne Pemberton, Randall Library Instructional Services Coordinator
pembertona@uncw.edu or visit the workshops website for details.

FITNESS FOR LIFE WORKSHOPS



Campus Recreation instructional programs are non-credit programs that emphasize the development of abilities to acquire and apply knowledge learned in a specific program area. Program offerings vary each semester.

For more information and other programs available, please call or visit: www.uncw.edu/campusrecreation
FC-Fitness Center, AR-Aerobics Room, CR-SRC (Class Room-Student Recreation Center) #114

Campus Recreation Workshops/Events Fall 2010

Fitness Assessment/Screenings

An assessment provides the client with baseline fitness levels of muscular strength, muscular endurance, flexibility and body composition (% body fat).

Date: By appointment

Cost: See website for details www.uncw.edu/campusrecreation

Personal Swim Training

Open to UNCW Student, Faculty and Staff. This program will give you 45 minutes of one-on-one instruction. Our certified staff can help you develop your skills and endurance. By appointment only (962-7758). Fill out a form and turn it in to the Campus Recreation Office, SRC Lobby Desk, or Pool Deck. Our instructor will contact you to set up your appointment(s).

Cost: See website for details www.uncw.edu/campusrecreation

SKILLSOFT



SkillsSoft
AHEAD OF THE LEARNING CURVE

Cruising
Toward
Effective
Learning

**YOUR PASSPORT TO INSTANT KNOWLEDGE—
RIGHT WHEN YOU NEED IT.**

UNCW's Computer Based training program (CBT) is hosted by SkillSoft and provides you with a wide range of flexible learning opportunities so that you can continually navigate through new skills and knowledge.

Improve your interpersonal skills, earn an IT certification, or enhance your business skills – the possibilities are endless.

Log in to Seaport at <http://seaport.uncw.edu> and click on the CBT link in the Employee Services panel to access your account. For more information contact the TAC at 962-4357, or Dana Ward at wardd. Detailed instructions can be found at <http://www.uncw.edu/itsd/help/cbt.html>.

Keep on Soaring!



PROFESSIONAL DEVELOPMENT WORKSHOPS & BUSINESS SERVICES

Offered by UNCW's Office of Professional Education

[Online Coursework through Ed2Go](http://www.ed2go.com/webu/) (<http://www.ed2go.com/webu/>)

Face-to-face workshops - available on-site, on demand

Customized Webinars * Meeting Facilitation * Strategic Planning * Ice Breakers

Please contact Allison Rankin at rankina@uncw.edu or call 2-7194 to schedule a meeting to discuss your scheduling needs and desired outcomes.

▪ **From Buddy to Boss: Skills for New Managers**

This module is tailored to the needs of new supervisors and managers or those wishing to enhance their existing skills. It covers basic principles of management and practical techniques for supervising people using case studies and group work. At the end of the program, participants will be able to:

- Understand and explain what takes place when transitioning into supervision
- Define the responsibilities of their new role and how these differ from the worker's role
- Identify the personal challenges faced in becoming a supervisor/manager
- Examine the most common pitfalls to avoid as a new supervisor/manager
- Build a model of an effective supervisor/manager which they can apply to the job

▪ **FISH: Generating Passion and Commitment in Your Customers and Co-Workers**

Wonderful workshop about customer service. Get "hooked" on the four steps of the FISH philosophy and learn to inject fun, friendliness, attentiveness and enthusiasm in your customer interactions, giving each person the satisfaction of being served and appreciated. Learn how having strong intentions for providing a positive experience makes a difference to your client base.

▪ **Finance for Non-Financial Managers**

Unravel the mystery to interpreting financial data and increase your knowledge about how business works. Participants in this workshop will learn how to improve their strategic and operational performance by understanding resource allocation and cost efficiencies. This course is designed to develop an overall understanding of fundamental principles of business operations and key components of financial statements. Once developed, this knowledge can be applied to business decisions including those associated with planning and measuring financial performance. Additional discussion will demonstrate the impact of financial decisions and identify opportunities to improve your business contributions.

▪ **How to Use Social Media to Benefit Your Business and Career**

Learn to navigate various social media, including Facebook, Twitter, LinkedIn, and subject-specific blogs and how to position your message effectively. Participants will learn how to convey consistency and value with their online content and how to define desired results. They will also explore the demographics and psychographics of their target markets as well as the do's and don'ts of sharing information interactively. Discover how to grow your business in this new environment as you interface electronically with your customers.

Professional Development Workshops & Business Services

-continued-

professional-ed@uncw.edu

▪ **How to Communicate in Business**

The first part of this workshop teaches participants about the variety of organizational structures (hierarchical, web, or matrix) and best practices for incorporating an organization's mission, goals and values into daily operations. The second part of this workshop teaches participants the skills for direction setting and demonstrates how to align people with company goals and how to motivate and coach them. This includes learning valuable listening skills and best practices for conveying a variety of messages.

▪ **Strategies for Delivering Great Presentations**

This program offers ideas and strategies to use in making presentations on the job. Whether it is a presentation to a small in-house meeting, selling an idea to a client group or speaking informally to a large audience, participants in this workshop will learn to speak with confidence and to deliver ideas in a clear and organized way. At the end of the program, participants will be able to:

- Recognize the importance of speaking confidently before small or large groups
- Establish a clear speaking purpose while outlining and organizing a presentation
- Assess the audience to build a profile
- Avoid speaking pitfalls
- Learn and practice strategies to give successful presentations
- Assess personal speaking skills, behaviors and attitudes and develop action plans for improvements

▪ **Negotiation Techniques that Yield Win-Win Results**

In today's economy, skillful negotiation can be the difference between success and failure, between winning and losing. Standard strategies for negotiation often leave people dissatisfied, worn out, or alienated. Learn both theoretical and practical perspectives of negotiation that can yield win-win results. Emphasis is on negotiating techniques for use in business and interpersonal relationships, especially on the differences between integrative and distributive bargaining. Enrollees are encouraged to bring/submit examples of workplace scenarios to be used in class.

▪ **How to Coach, Manage and Measure Employee Performance**

Participants will learn how to successfully manage the talent of their staff by:

- Learning practical methods for assessing skill levels
- Coaching employees to reach peak performance
- Measuring performance by setting standards related to the goals and objectives of the job

▪ **Workplace Respect: Cultivating a Harassment-Free Environment**

This workshop highlights issues of harassment and provides practical guidelines for affecting positive behavior change. Methods for creating respect in the workplace will also be shared. Topics covered include:

- Understanding what constitutes unlawful harassment
- Viewing the world from different perspectives
- How to promote cultural change
- The role of supervisors and managers
- Employee personal responsibility
- The Four Questions
- Things to Consider

Professional Development Workshops & Business Services

-continued-

professional-ed@uncw.edu

- **Writing Better Business Letters, Memos and E-mails**

Crafting effective business communications can dramatically increase your ability to accomplish your goals and persuade others to support your endeavors or buy into the proposals or services that you offer. This workshop presents targeted strategies for revising your approach to writing as a way to achieve better results. Participants will compose and revise documents and are encouraged to bring samples of recent letters, memos, and/or email.
- **Leadership: The Art of Possibility featuring the work of Ben and Rosamund Zander**

How would you like to excite and engage your workforce around a new way of leading and being? Join us for an informative and inspirational workshop to do just that. Using the metaphor of music, Ben Zander, conductor of the Boston Philharmonic Orchestra, offers new sets of practices by which to “frame” one’s life and offers methods to motivate, engage and inspire one’s workforce to achieve new levels of personal and organizational performance. Led by facilitator Susan Hermann, participants in this workshop learn to understand their potential and identify areas of “transformational” improvement. This isn’t a lecture – it’s an experience!
- **Smart Office Ergonomics**

Prepare your workforce to have an extraordinary experience as they learn smart office ergonomics. They’ll feel energized as they gain the skills to design their workstation to decrease stress and eliminate pain while enabling them to accomplish more work in less time.

Participants should be prepared to:

 - Complete an ergo-profile survey
 - Review personal work station
 - Complete an action plan for optimal work station design
 - Be able to recognize safety warning signs to prevent injury
 - Know how to work smart to increase comfort while increasing productivity
 - Review personal posture
 - Know how to optimize lighting
 - Learn individual exercises with outrageous instruction
 - Dance!
- **Valuing Diversity: How to Communicate More Effectively with Diverse Colleagues and Customers**

Participants in this workshop will expand their perspectives and learn how to strengthen their understanding of people with regard to race, religion, gender, ethnicity, language, disability or age. Attitudinal barriers will be discussed as well as methods for overcoming them. Students will also learn to recognize their “filters” and how they perceive the world around them. Bias, prejudice and stereotypes will be examined as well as ways to become more familiar with other cultures. The skills and awareness developed here provide a platform for success in living and working in a global society.

For other topics and business services, please call 2-7194 to discuss.

Thank you.

UNCW’s Office of Professional Education
www.uncw.edu/professional-ed

Keep on Soaring!



ADDITIONAL OPPORTUNITIES

Academic Course Tuition Waivers

In addition to the workshops featured in this catalogue, you may also be eligible to take academic classes on campus at no cost.

Check out the following criteria to see if you are Eligible for FREE Tuition for academic classes on campus.

You could be eligible if you are:

- A permanent UNCW employee
- Working 30 or more hours per week
- Participating in the TSERS or ORP retirement system

If you meet these criteria, you are eligible to receive **Tuition Waiver** for up to two credit or non-credit courses during the academic year (Fall and Spring semester) at UNCW and other branches of the UNC system. **Tuition Benefit** allows you to take one credit or non-credit course for each summer session at UNCW. (Note: Approval by supervisor is required prior to beginning of classes for any tuition waived or tuition benefit class.) This educational benefit can enable you to enrich your life as a lifelong learner or can lead to earning a degree.

Forms for Application Fee Waivers, Tuition Waivers, Tuition Benefits and the Textbook Scholarship can be found at <http://www.uncw.edu/hr/training-tuition.html>. For additional information, come by Human Resources, email evansa@uncw.edu or call Amy Evans at extension 2-3160.