



UNIVERSITY OF CENTRAL FLORIDA

2016
Organization Development & Training
Catalog

University of Central Florida
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The UCF Creed

Integrity, scholarship, community, creativity, and excellence are the core values that guide our conduct, performance, and decisions. These values comprise the guiding principles that direct the actions of the University, its students, and its employees.

Integrity

I will practice and defend academic and personal honesty.

Scholarship

I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

Community

I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

Creativity

I will use my talents to enrich the human experience.

Excellence

I will strive toward the highest standards of performance in any endeavor I undertake.



UNIVERSITY OF CENTRAL FLORIDA

PEGASUS was the winged horse of the muses in Greek Mythology. It carried their hopes, their aspirations, and their poetry into the skies. PEGASUS is as futuristic as tomorrow's space exploration in our solar system and into the universe beyond. The seal also bridges the gap between the humanities and space technology.

UCF STANDS FOR OPPORTUNITY

ORGANIZATION DEVELOPMENT
AND TRAINING

MISSION

Developing people
Enhancing departmental effectiveness
Influencing positive change

VISION

Be a leader in creating a campus culture valuing service,
individual and team development,
continuous quality improvement,
and a lifelong learning for staff and faculty

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REGISTRATION INFORMATION

Registration for all training offered by Human Resources, is completed via the myUCF portal.

To use the interactive system, go to <https://my.ucf.edu/> and follow these simple steps:

1. Log on to the myUCF portal using your PID and myUCF password
2. On the myUCF menu select **Employee Self Service**
3. Next select **Learning and Development**
4. Then select **Request Training Enrollment.**
5. Choose one of the four search methods to continue the enrollment process

To assist you in the enrollment process, more instructions are available in the [Employee Self Service User Guide](#), which is available at http://hr.ucf.edu/web/forms/hris/HREESS_Guide.pdf.

TRAINING

Training Courses and Descriptions

LIF159 **Brand U: A Talk on Personal Branding** 1 Hour

Everyone has a brand. What idea comes to mind when other people think of you? Brand U shows you how trust works, how to cultivate it, and how it relates to your personal brand. Participants will be able to recognize how they want to be represented in life and identify their value, differentiation and marketability. Do not let those around you define who you are.

Fees: FREE
Audience: All UCF employees
Facilitated by: Roy Reid & Mari Milenkovic

Location: OD & Training Room
 3280 Progress Drive

Prerequisites: None

PER102 **Conflict Management, Mediation & Negotiation** 8 Hours

Fees: Instrument, Contact for price
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: Conflict Resolution Using the TKI

As a leader, it's critical to create a work environment that enables people to thrive. One key to success is to identify your strengths and skills in addressing types of conflict and what approach to use in resolving it. This day-long session will cover strategies to help you assess your leadership style in conflict situations. It also addresses the balance between assertiveness and cooperativeness and how to build trust and relationships during conflict or negotiations. In this workshop, you will:

- Evaluate Conflict Resolution Approaches
- Techniques for ADR: The Mediation Process & Role of the Mediator
- Describe the main features of Principled Negotiation

It is important to have a foundational knowledge of conflict resolution. The Conflict Resolution Introduction (TKI) class is a prerequisite for enrolling in this course, which is offered in-person.

STA013 **Conflict Resolution Using the TKI** 3 Hours

You know conflict is inevitable, but did you know conflict can be good? If channeled properly, conflict can lead to breakthroughs instead of breakdowns. Employees at every level can transform inevitable workplace conflicts into opportunities for innovation, understanding, and job satisfaction. In this workshop, you will:

- Assess your TKI Conflict Resolution Style
- Practice using different conflict modes
- Assess situations & the conflict styles of others
- Improve two-way communication with coworkers

Fees: Instrument
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

LIF100 **Coping with Difficult People** 3 Hours

Can you think of a customer you would rather avoid than work with because they are so difficult? This workshop can help! During this three hour workshop, we will identify the styles of difficult behavior & the underlying psychology associated with these behaviors.

We will introduce six key steps in coping with difficult situations, and apply a proactive communication approach to prevent future issues. In addition, we will practice your newly-learned skills in a safe zone using role-play scenarios.

Fees: FREE
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training

LIF101 **CPR Training** 4 Hours

Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

Would you know what to do if you encountered a person who appeared to be unconscious? What would you do before help arrived? This hands-on course (Workplace FA & Safety Adult CPR/AED) follows the guidelines of the American Red Cross in teaching the proper CPR techniques for non-emergency personnel.

Sponsored by UCF's Environmental Health and Safety Office, the class is limited to 16 participants. To purchase your own personal copy of the reference book used in class, call José at x3-2605.

Fees: FREE
Audience: All UCF employees
Facilitated by: José Vasquez, Assistant Director
 Environmental Health and Safety
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

AES009 **Customer Service 101** 2 Hours

Customers are not an interruption to our job, they are the PURPOSE of it. We will cover the 5 essentials of quality service, and the 10 tips for Customer Service Magic. We will prepare you for better communication with both your internal and external customers. This is an interactive workshop where you will be able to put these new skills into practice.

Fees: FREE
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

SDES06 **Digital Media Accessibility** 1 ½ Hours

This interactive workshop explains the basics of accessibility. This discussion begins with addressing the reason behind creating accessible materials (not just the boring legal issues). The workshop will examine the key components of different material formats. Participant will learn about the needs of those who benefit from accessible materials. A demonstration will be given to explore the assistive technology tools used by individuals. Finally, UCF employees will be provided with resources and a list of tips on what can be done to make sure materials are accessible.

Fees: Free
Audience: All UCF employees
Facilitated by: Brad Held, Student Disability Services
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: None

LIF132 **Drive to Perfection** 4 Hours

If you or your team is in need of a refreshing way to learn tools to reenergize your personal and professional lives, I suggest you join me in a fast paced journey through Daniel Pink’s book, *Drive*. Participants will get fueled up on dynamic tools to meet today’s motivation challenges.

Participants will also get up to speed on why Pink contends using “carrots” and “sticks” as motivators is ineffective in the workplace today. Register today—this is a new session that will fill up quickly!

Fees: OPTIONAL fee for the *Drive* book - \$17
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

LIF116 **Effective Communication** 2 Hours

“Two monologues do not make a dialogue”

~Jeff Daly

Ever wonder why some people never understand what you are trying to tell them? Do you get distracted during conversations and miss important information? In this session, participants will discuss the Communication Model, eight tips to be better understood, practice 10 ways to improve listening skills, and learn how to avoid roadblocks and barriers to effective listening.

Fees: FREE
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive

ELS000 **Emerging Leader Series** 32 Hours

This four-day course, based on Mark Sanborn’s *You Don’t Need a Title to be a Leader*, is open to all **aspiring** leaders in the UCF community. The book shows how each of us can be leader in our daily lives and make a positive difference, whatever our title or position. A small sampling of the topics covered include:

- The six skills all leaders use to create results.
- What gives you “power with people” (so you won’t need “power over people”)
- Practicing behavioral interviewing techniques and frequently asked interview questions.
- Creating / revising your cover letter and resume, dressing for success, and what to bring to the interview.

If you desire to be a positive difference maker – whether you have a leadership title now, or are looking for one in the future – you will benefit from this new series. A one-time materials fee of \$100 can be paid by interdepartmental transfer or personal check. This fee includes all materials provided during the class as well as a copy of the book.

Fees: \$100 Materials Fee
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training

Location: OD & Training Room
3280 Progress Drive

Prerequisites: None

LES021 **Emotional Intelligence** 4 Hours

The core competencies of EI provide the foundation to further develop your intra/interpersonal skills. In this course, you learn to apply EI to motivate and engage your teams, foster cooperative working relationships, and improve your overall effectiveness.

- Identify the core competencies of Emotional Intelligence
- Gain an honest and accurate awareness of your EI strengths and weaknesses

Managers, leaders or anyone wishing to broaden and improve their self-management and interpersonal skills should attend. Previous experience in a leadership role is helpful

Fees: \$20 for EISA instrument

Audience: All UCF employees

Facilitated by: Beth Scheitzach, OD & Training

Location: OD & Training Room
3280 Progress Drive

Prerequisites: None

PER107 **Everything DiSC: What's your work style...and is it working for you?** 3 hours

Participants learn to understand and appreciate their own work style and the work styles of the people they work with. The result is more effective and productive working relationships.

Everything DiSC Workplace focuses on:

- **Discovering Your DiSC Style**
Participants discover how DiSC styles affect their Workplace relationships and explore the priorities that drive them at work
- **Understanding Other Styles**
Participants learn what works for them and what challenges them when working with each DiSC style
- **Building More Effective Relationships**

Participants create strategies and an action plan to overcome challenges when working with people of different DiSC styles.

Fees: \$99 includes assessment and 1 follow up coaching session
Audience: All UCF employees
Facilitated by: OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: NONE

LIF014 **First Aid** 3 Hours

Learn how to determine the signs, symptoms, and treatment of everything from sprains and fractures to bleeding, poisonings, and burns. Please dress comfortably to participate in practice exercises on the floor. Workshop requires a minimum of 6 participants and maximum of 20 participants.

Fees: FREE
Audience: All UCF employees
Facilitated by: José Vasquez, Assistant Director
Environmental Health and Safety
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

STA022 **The Fred Factor** 2 Hours

In his powerful book, *The Fred Factor*, motivational speaker Mark Sanborn recounts the true story of Fred, the mail carrier who passionately loves his job and genuinely cares about the people he serves. Where others might see delivering mail as monotonous drudgery, Fred sees an opportunity to make a difference in the lives of those he serves.

In this session, you will:

- Learn the four basic principles that will help you bring fresh energy & creativity to your life.
- How to become more successful by building strong relationships.

Register for this effective and fun workshop (or better yet, bring your whole team).

Fees: **OPTIONAL** fee for a copy of the book, *Fred Factor*
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: NONE

STA022 **Fred 2.0** 2 Hours

Fred 2.0 is different than Fred Factor and a great follow up session to keep Fred momentum alive! With Fred 2.0, Mark Sanborn equips us with new ideas to achieve more. You'll not only be inspired by Fred 2.0, you'll also have the tools and strategies to aim higher and achieve the extraordinary yourself, your team and those around you. Pre-requisite: You need to attend Fred Factor first.

Fees: **OPTIONAL** fee for a copy of the book, Fred 2.0
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: NONE

STA014 **Goal Setting** 2 Hours

Do you ever look at successful people and wonder... how do they do it? The answer lies within their goals. This interactive workshop will provide you with practical skills to establish and reach your goals at work and at home. Join us to learn the value of knowing what you want, creative brainstorming, how to use the SMART technique for goal setting and how to use the goal planning form.

Fees: **FREE**
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

LIF151 **Identity Theft: Protecting Personal Information:** 1 Hour

Identity Theft is America's fastest growing and most costly crime. Florida ranked #1 in the nation for reported complaints of identity theft and #1 in fraud complaints reported to the Federal Trade Commission in 2012. Join Theresa Ronnebaum and her eye-opening workshop that will proactively educate attendees about identity theft protection, and drastically help you reduce your chances of suffering from this crime.

Fees: FREE
Audience: All UCF employees
Facilitated by: Theresa Ronnebaum, Attorney General's Office
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: None

PER006 **Interviewer Certification** 4 Hours

Do you want to hire the best people? During this workshop we will:

- Introduce the concept of behavioral interviewing
- Examine areas of possible discrimination concerns
- Review hiring procedures
- Offer 100+ interview questions to select from for your interviews
- Provide sample reference check questions

Upon completion of the program, participants earn the designation of "Certified Interviewer," a requirement for those who sign employment paperwork.

Fees: FREE
Audience: All UCF employees
Facilitated by: Equal Opportunity and Affirmative Action Programs
 Human Resources Recruitment
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: None

LPI000

The Leadership Challenge® Program

20 Hours

Based on the award-winning book, *The Leadership Challenge*, this course teaches practical application of leadership and management methods gleaned from nearly 30 years of research. The workshop combines 16 hours of in-class instruction, light after-class assignments to keep the information fresh and foster workplace implementation, and four one-on-one coaching sessions with our Organizational Development consultant. This workshop is ideal for organizations that wish to develop leaders who consistently get better results.

After a self-assessment, leaders learn the Five Best Practices that can be learned and improved:

- Model the Way
- Inspire a Shared vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

As a part of this series, you will complete the Leadership Practices Inventory (LPI) developed by Kouzes & Posner, in addition to receiving training materials. This series meets 4 times. A one-time fee of \$250 can be paid by interdepartmental transfer or personal check. This fee includes all materials provided during the class, as well as personalized coaching for the participants.

Fees:	\$250 Materials Fee, which includes individual coaching sessions
Audience:	All UCF employees
Facilitated by:	Beth Scheitzach Human Resources OD & Training
Location:	OD & Training Room 3280 Progress Drive
Prerequisites:	None

LES000

Leadership Excellence

32 Hours

A 32-hour series designed to help individuals develop their leadership skills in a personal and professional manner. This series most benefits supervisors and other leaders who wish to expand their leadership capabilities.

Effective leadership will be defined through a series of customized topics:

Change Management: Learn about your ability to anticipate and respond effectively to change. Develop ‘change agent’ skills that enable you to lead others in implementing actions.

Situational Leadership: Establishing goals and objectives within a work team by using the most appropriate leadership style for the situation and people involved.

21 Laws of Leadership: Discover John Maxwell’s “21 Irrefutable Laws of Leadership” through a thought-provoking video series.

As a part of this series, you will complete the Myers-Briggs Type Indicator, in addition to receiving training materials and Maxwell's hardback book, *The 21 Irrefutable Laws of Leadership*. This series meets 4 times. Employees completing all sessions are recognized at our Series Recognition Celebration. A one-time materials fee of \$100 can be paid by interdepartmental transfer or personal check. This fee includes all materials provided during the class.

- Fees:** \$100 Materials Fee
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

LIF113

Marketing, Branding & UCF

2 Hours

Sponsored by University Marketing, in this workshop we’ll discuss UCF's "brand," and give a primer in marketing and branding basics that will allow you to apply these concepts to your own department/program. This informational workshop is free to all employees of the University, and offers valuable information to help ensure that the image of your department matches the image of the University.

Fees: FREE
Audience: All UCF employees
Facilitated by: University Marketing
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

PER061 **Communication, Teambuilding, & the Myers-Briggs** 3 Hours

Are you irritated by a teammate who doesn't focus on the details but prefers to talk about the big picture? How about the workmate who plays it by ear instead of planning out each detail? You will take an online Myers-Briggs Type Indicator assessment, an indispensable tool for understanding your own strengths, preferred communication style, decision making preferences, and helping your work team function better. It will help you:

- Better understand yourself, and appreciate your teammates who differ from you.
- Develop ideas for using "Type" preferences to make your work life easier and more fun.

Register for this effective and fun workshop (or better yet, bring your whole team).

Fees: \$30 for the online MBTI assessment
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

PER094 **Parent + Child = Parental Leave** 2 Hours

Are you anticipating parenthood? This free workshop is offered specifically for soon-to-be new parents, adoptive parents and those who are anticipating a foster child placement. The focus will be on helping employees plan for and make decisions regarding a Parental Leave of Absence. For example, as an employee, did you know you need to request Parental Leave from the University thirty (30) days in advance?

The one-hour workshop will cover topics such as:

- Requesting a Parental Leave,
- Planning for benefits coverage during a leave
- Adding your new arrival to your insurance
- Advice on using your accrued leave and much more

Fees: FREE
Audience: All UCF employees
Facilitated by: Ben Anderson & Roxanna Tarrab, LOA/WC
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: None

PER067 **Performance Appraisals** 2 Hours

Prepare now for the annual performance appraisals due to Human Resources. As a supervisor your role is to coach, motivate and empower others to use their skills, expertise and ideas to produce results. To provide this direction, you will learn:

- Benefits & multiple uses of appraisals
- UCF procedures for USPS and A&P
- How to make the process faster/easier
- What and how to document
- How to set SMART goals with your staff

This workshop is limited to current supervisors of USPS and A&P eligible staff.

Fees: FREE
Audience: UCF Supervisors
Facilitated by: Beth Scheitzach, OD&Training
Location: OD & Training Room
3280 Progress Drive
Prerequisites: None

DISPR **Steps to Prevent Discrimination** 1 Hour

This workshop for faculty and staff members focuses on the steps that UCF takes to prevent and correct discrimination. It includes the newest law, discrimination on the basis of genetic information. It provides resources summarizing the federal and state laws prohibiting discrimination and includes discussion of policies that prohibit harassment and retaliation in the workplace. Participants also will learn how the University responds effectively to complaints in these areas, both formally and informally.

Fees: FREE
Audience: All UCF employees
Facilitated by: Maria Beckman, Director
Equal Opportunity and Affirmative Action Programs
Location: OD & Training Room
3280 Progress Drive

Prerequisites: None

SUP000 **Supervisory Skills Series** 32 Hours

This 32-hour program introduces the day-to-day aspects of supervision, as well as the basics of effective management practices and techniques. It is intended for new supervisors and new-to-UCF supervisors. It includes core supervisory and leadership skills with UCF-specific procedures and guidelines. The workshops are facilitated by subject matter experts from the UCF campus.

The series is open to UCF faculty and staff who have supervisory duties, with the only cost being a one-time \$100 materials fee charged to each participant's department by way of an Interdepartmental Transfer (initiated by our office).

The 10 modules of this interactive, hands-on series are:

- **The Leader's Role:** Focus on leadership roles, qualities, effective management styles, and strengthening cultural diversity.
- **Personalities at Work:** Recognizing and effectively managing the various behavior styles that affect the workplace.
- **Coaching and Counseling:** Developing a positive attitude within the team. Also introduces an effective coaching model.
- **Employment Law:** Provides an understanding of the various laws affecting the workplace, and how to legally and responsibly respond to various situations surrounding those laws.
- **Ethical Leadership:** Discusses our responsibility as ethical leaders, policies & procedures, how to promote an ethical culture.
- **Time Management:** An in-depth look at time management and how personal planning, scheduling, and prioritizing can add to productivity. Also includes some tips for delegating, and how to deal with common "time wasters."
- **Leadership and Customer Service:** An introduction to the customer service initiative on campus and the role leaders play in ensuring service excellence.

- **Constructive Discipline/Performance Appraisals:** Focuses on using progressive discipline as an optimum management tool; provides an understanding of specific UCF rules and procedures. Provides a review of UCF's Performance Appraisal procedure. Also covers the merits of setting goals, tracking performance, and evaluating fairly.
- **Team Building:** Learn to give employees the responsibility and the authority to work more effectively as individuals and as diverse team members.
- **University Audit:** Overview of Audit department and the supervisor's role and responsibility with internal controls
- **Interviewer Certification:** Learn the UCF hiring process, and how to utilize behavioral interviewing techniques, while practicing affirmative action and avoiding discrimination.

A one-time materials fee of \$100 is assessed to participant's department by way of an ID transfer.

Fees: \$100 Materials Fee
Audience: UCF Supervisors
Facilitated by: Guest Speakers
Location: OD & Training Room
 3280 Progress Drive
Prerequisites: NONE

STA006 **Time Management** 2 Hours

Do you find there are not enough hours in the day? Are you busy doing things for others, but can't find the time to do the things that really matter to you? If so, this workshop is for you. Based on the best-selling FranklinCovey Time Management training, you will learn:

- 5 steps for analyzing and mastering your use of time
- How to avoid / minimize office distractions
- How to plan and set SMART goals
- How to prioritize urgent versus important

Fees: FREE
Audience: All UCF employees
Facilitated by: Beth Scheitzach, OD & Training
Location: OD & Training Room
 3280 Progress Drive

Prerequisites: NONE

TTT000 Train the Trainer 32 Hours

This four-day series offers tips and secrets to help you improve your facilitation skills and develop instructionally sound training. You'll learn how to:

- Appeal to all learning styles
- Manage group dynamics and difficult participants
- Design effective, interactive workshops
- Facilitate to generate enthusiasm & enhance learning
- Improve & measure learning retention
- Create appealing visuals, handouts, & PowerPoints

Upon completion of all modules, participants will earn the "Certified Trainer" status. A one time materials fee of \$100 is assessed to participant's department by way of an ID transfer.

Fees: FREE

Audience: All UCF employees

Facilitated by: Beth Scheitzach, OD & Training

Location: OD & Training Room
3280 Progress Drive

Prerequisites: To be eligible for this series, you must have completed the Myers-Briggs Assessment with our department in the last two years.

PER114 Workers' Compensation 2 Hours

This free workshop will emphasize topics for supervisors and HR Liaisons who want to learn more about the UCF Worker's Compensation Program. It will include topics such as reporting an injury at work, insurance under workers compensation, who is covered, what is a DWC-25, the return to work plan, job modifications and alternate duty, the importance of returning to work as soon as possible. This short 90 minute workshop will provide information on employee benefits for work related injuries or illness.

Fees: FREE

Audience: Managers & HR Liaisons

Facilitated by: Ben Anderson & Elizabeth Herrera, WC/Leave

Location: OD & Training Room
3280 Progress Drive

Prerequisites: None

Training Courses by Category

Courses by Category:

I. Communication

1. Effective Communication
2. Train the Trainer

II. Conflict Resolution

1. Intro to Conflict Resolution
2. Conflict Management, Mediation and Negotiation
3. Coping with Difficult People

III. Leadership Development

1. Brand U
2. Drive
3. Emerging Leader
4. Emotional Intelligence
5. Goal Setting
6. Leadership Challenge
7. Leadership Excellence
8. Marketing, Branding and UCF
9. MBTI
10. Supervisory Skills
11. Train the Trainer

IV. Supervisory

1. Interviewing Skills
2. Performance Appraisal
3. Supervisory Skills

V. Customer Service

1. Customer Service
2. Fred Factor
3. Fred 2.0

VI. Equal Opportunity & Diversity

1. Parental Leave
2. Steps to Prevent Discrimination

VII. Health & Wellness

1. CPR
2. First Aid

Courses Alphabetically:

1. Brand U
2. Conflict Management, Mediation & Negotiation
3. Conflict Resolution Intro
4. Coping with Difficult People
5. CPR
6. Customer Service
7. Document Accessibility
8. Drive to Perfection
9. Effective Communication
10. Emerging Leader Series
11. Emotional Intelligence
12. Everything DiSC
13. First Aid
14. Fred Factor
15. Fred 2.0
16. Goal Setting
17. Identity Theft
18. Interviewer Certification
19. Leadership Challenge (LPI)
20. Leadership Excellence
21. Marketing, Branding and UCF
22. MBTI
23. Parental Leave
24. Performance Appraisal
25. Steps to Prevent Discrimination
26. Supervisory Skills
27. Time Management
28. Train the Trainer
29. Workers' Compensation

Assessment Tools

Work Culture and Climate Surveys

Work Culture or climate surveys are assessment tools to help clients define their ideal culture, measure the current culture and develop a plan to close the gap between the ideal and current culture. Assessment tools vary based on the needs of the client.

Multi-rater Assessments (360)

Multi-rater feedback (often referred to as **360 Feedback**) is a process to help individuals identify areas of strength and development. A survey is used to solicit feedback from an individual's superiors, peers, and subordinates, all who remain anonymous. The OD consultant oversees the process, provides feedback to the participants, and helps them construct a development plan from items identified through feedback. Assessment tools vary based on the needs of the client.

Myers-Briggs Type Indicator (MBTI)

The MBTI helps people self-assess preferred communication styles, decision-making preferences, and help your work team function better. MBTI Step I is used for discovering individual preferences, and MBTI Step II helps leaders understand how to implement Myers-Briggs with their work groups for effective communication, conflict resolution, managing change, and awareness of leadership style.

Everything DiSC

Everything DiSC Workplace® can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace.

Everything DiSC Workplace is classroom training that uses an online assessment, engaging facilitation with contemporary video to create a personalized learning experience. Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.

Everything DiSC Workplace focuses on:

- Discovering Your DiSC Style
- Understanding Other Styles
- Building More Effective Relationships
- Includes Optional People-Reading Module

Emotional Intelligence (EISA)

Developed in partnership with MHS, the EISA: Self is a 50-item assessment that measures EI on 5 scales: Perceiving, Managing, Decision Making, Achieving, and Influencing.

The EISA: Self will help you better understand how emotional and social skills impact your performance and how you can strengthen your effectiveness by using these skills successfully. It will also help you:

- Discover the major components of emotional intelligence
- Recognize the behaviors and characteristics of an emotionally intelligent person
- Identify areas where you can apply emotional intelligence
- Evaluate your own emotional strengths and opportunities for growth

Conflict Resolution (TKI)

The Thomas Kilmann Conflict Mode Instrument (TKI) helps people discover how the ways they handle conflict (their conflict style) affects performance. The Conflict Mode Workshop does not advocate a particular mode as the best approach to conflict, but rather provides tools and strategies for the individual to adapt or use a particular mode depending on the situation and group dynamic. The TKI can be used as its own focus or in conjunction with the MBTI.

Team Assessments

Team effectiveness is best addressed by examining the team in its own environment while team members are engaged in actual work, and/or by employee survey/assessment. The OD consultant oversees the assessment process, helps construct an improvement plan and guides leaders in implementation. Assessment tools vary based on the needs of the client.

Retreats

Clear goals and effective planning are keys to a successful retreat. OD can assist you in focusing your efforts to maximize results. OD services include planning, facilitation, summary documents and follow-up meetings.

LEADERSHIP COACHING

Leadership Coaching provides a structured format to assess current skills, abilities, and behaviors. Then, together we build goals to enhance or address targeted areas. Specifically, the coach helps the employee:

- Achieve proactive and powerful goals rather than just reacting
- Improve communication and relationship skills
- Resolve conflict confidently and effectively
- Regain balance, control, and focus
- Overcome self-defeating behaviors
- Capitalize on strengths and minimize blind spots
- Develop and maximize the employee's team's potential

Sessions are a negotiated fee per hour for a specified time period. Learning will be identified, documented, and shared on an ongoing basis during the coaching sessions.

FAQS

Training

Who may attend OD & Training's workshops?

OD & Training's workshops are available to all UCF faculty and staff. OPS & student employees are welcome to participate on a space-available basis.

Is there a fee for OD & Training's workshops?

OD & Training offers 'open enrollment' classes in our OD & T Training Room – most are free, however a nominal fee will be charged for classes that use assessments, books, etc. to cover the cost of materials. If we do a customized session for a department, we work with the department on a nominal cost for the workshop.

How do you register for a workshop?

Registration is completed via the myUCF portal. Step-by-Step instructions are available [here](#).

Will I be notified by when I am scheduled for a workshop?

Yes. If you register online, you should receive an automatic confirmation printout. We also send a confirmation email 24-48 hours in advance of your scheduled workshop, requesting that you confirm your attendance. We sometimes have wait lists for classes, so please give us advance notice if you are not able to attend a workshop.

What do I do if I'm unable to attend a workshop I registered for?

Please provide OD & Training with as much notice as possible, by calling (407) 823-0440 or by emailing our office. We sometimes have wait lists for classes, so your advance cancellation notice will allow someone on the waitlist to attend.

Can I find out what workshops I have taken?

You can view/print your Training Transcript in PeopleSoft, using the Employee Self Service feature. Go to <http://my.ucf.edu>, Enter your PID & password, Select Employee Self Service. Select Learning and Development. Select Training Summary. If you need a copy of the Training Summary, copy and paste information into a Word document.

Where are the workshops located?

We have two training rooms that we use for our staff, and a majority of our guest speakers. They are located in the 3280 Progress Drive.

When is The Constellation newsletter & calendar published?

[The Constellation](#) is published at the beginning of fall, spring, and summer semesters.

Do you offer customized training for specific needs?

Yes! Customized training can include department visits, needs assessments, retreat planning and facilitation, and teambuilding. Sample customized departmental training topics include: Teamwork, Strategic Planning, Conflict Management, Leadership, Customer Service, Personalities at Work (Myers-Briggs), Time Management, Organizational Change, Retreats and more. Call us to discuss a customized topic/program for your training needs at 407-823-0440, or email us.

Do I need to be a supervisor or manager to attend courses in the Supervisory Skills Series?

The Supervisory Skills Series is designed for current supervisors (both new front-line supervisors and supervisors new to UCF).

Am I required to take the series in any particular order?

The series are not created to be taken in a specific order. However, there is a natural progression from Emerging Leader to Supervisory Skills to Leadership Excellence. Also, some classes have prerequisites. These prerequisites are listed with the class or course description.

How do I suggest a new workshop topic?

A. We try to offer the most relevant, pertinent topics, so suggestions are always welcome. If you have an idea for a new workshop email us.

How can I request accommodation to attend a workshop?

For assistance or an accommodation due to a disability, please contact Organization Development & Training by calling 407-823-0440, or by emailing od&training@ucf.edu. In order to maximize planning time, accommodation requests should be received at least 5 working days before the training workshop.

Can I find out what workshops my employees have taken?

You can view/print their Training Transcript in PeopleSoft, using the Manager Self Service feature. Go to <http://my.ucf.edu>, Enter your PID & password, Select Manager Self Service. Select Training Summary. Select the employee name. If you need a copy of the Training Summary, copy and paste information into a Word document.

Can I request a query of a department's training transcripts?

Yes. Written requests, listing the Department numbers, must be sent to od&training@ucf.edu by the Department Head.

Organization Development

What is Organization Development?

Organization Development is a planned, research-based approach to improving effectiveness at the organization and unit level.

OD is a collaborative process. The client and consultant work together to assess needs, gather data (via interviews, surveys & observations), define issues and develop a plan of action. OD consultants facilitate the following types of activities:

- Strategic Planning
- Climate & Work Culture Assessment and Planning
- Multi-rater Assessment & Leadership Development
- Team Assessment & Planning
- Goal Setting
- Group Facilitation
- Leadership Development
- Creative Problem Solving
- Training & Development
- Planning and Facilitating Team Retreats

What can OD do for my department?

The assessments and strategies facilitated by Organization Development can be targeted to improve:

- Performance
- Effectiveness (individual and team)
- Organizational Culture
- Employee Engagement
- Retention
- Efficiency/productivity
- Customer Satisfaction
- Career Progression/Succession Planning
- Cost Savings

How do I request an OD Consultation?

Please contact us today by phone: (407) 823-0440, or email:

Marjorie.Chusmir@ucf.edu

Organization Development Consultant

Leadership Coaching

What is leadership coaching?

Your leadership coach is a true supportive and objective partner that helps you become a successful leader. Specifically, your coach can assist you to:

- achieve proactive and powerful goals rather than just reacting.
- improve your communication and relationship skills.
- resolve conflict confidently and effectively.
- regain balance, control, and focus.
- overcome self-defeating behaviors.
- capitalize on your strengths and minimize blind spots.
- discover your passions, priorities, and talents.
- develop and maximize your team's potential.

How does leadership coaching work for you?

You and your coach will develop an ongoing professional partnership that will help you achieve extraordinary results. You can expect your coach to:

- keep all information you share confidential.
- really listen to you and without judgment.
- be truthful and direct with observations and feedback.
- require you to take action and be held accountable.
- be available for face-to-face or phone sessions at regularly scheduled intervals (from 2 to 4 times per month).
- share ownership of the focus, format, and desired outcomes of each session.
- utilize additional tools as needed to achieve desired results (e.g., Myers Briggs Type Indicator, 360° performance feedback surveys, Thomas Kilmann Conflict Mode Instrument, Emotional Intelligence Skills Assessment).
- be engaged in the coaching relationship for 3 to 12 months.

What is the value/benefit of Leadership Coaching?

Research conducted on the value and benefits of leadership coaching show a return on investment of more than five times the cost of coaching. This does not include significant intangible benefits that also result from coaching. Some of the benefits reported by various leaders who received coaching include:

- Increased task completion and productivity (reported by 53%)
- Increased quality (reported by 48%)
- Reduction of cost (reported by 23%)
- Improved working relationships with direct reports (reported by 77%), supervisor (79%), peers (63%), and customers (37%)
- Increased job satisfaction and motivation (reported by 61%)
- Reduction of conflict (reported by 52%)
- Increased retention
- Greater leadership skills
- Improved ability to deal with difficult situations
- Increased confidence in exercising leadership

How do I get started with Leadership coaching?

Getting started with leadership coaching at UCF is very straightforward. Just follow these simple steps:

1. Discuss your desire for Leadership Coaching with your supervisor. This is necessary because you will be meeting with your coach during work hours and there is also a nominal fee of \$50 per sixty-minute session that will be charged to your department.

Sessions are to be paid in full prior to the session; personal checks are also an acceptable form of payment.

2. Schedule an “Exploratory Coaching Session” to learn more about coaching and determine if it is the right resource for you. There is no cost for this session. Send an e-mail to od&training@ucf.edu.
3. Once a coaching relationship has been agreed upon, you will receive a “Welcome to Leadership Coaching” packet of information. Review the information, complete the information required, and you are ready to get started!

Miscellaneous