



# The Constellation

*Developing UCF's network of stars*

Organization Development & Training – Human Resources

Fall 2009

“Organization Development requires a planned approach to change based on meeting HR needs of both the people and the organization.”

~Killion & Harrison (1990)

## Bringing our best – to you!

Instead of your team trying to work our classes into your schedules, we will work our classes into YOUR schedule. Don't have the space for training? We'll let you use our room for free!

Our great topics include:

**TeamWork**

**Process Improvement**

**Motivating Employees: Not All Fun and Games**

**Meeting Management**

**Got Attitude?**

**Goal Setting**

**Finding Your Leadership Style**



This newsletter is published at the beginning of each semester by Organization Development & Training in Human Resources. We welcome your comments and suggestions.

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**Effective Communication**

**Conflict Resolution**

**Coping with Difficult People**

**Customer Service 101**

**Change Management**

**Coaching**

**And many more...**

Each course has a flat fee which includes facilitation and all materials. You can find full course descriptions on our web site. **Call today to reserve your class! 407-823-0440**

## Two *Brand New* Courses!

**Teamwork (AES006)** – Are you jealous of another team that seems to get things done quicker and easier than your own? Need to learn how to manage conflict within your team? If so then this workshop is for you! This course will focus on tools for building, maintaining and recognizing high-performing teams.

**Facilitator(s):** Stephanie Jenkins

**Date & Time:** November 19, 2:00-5:00

**Materials Fee:** \$25.00

**Location:** OD & Training Room

**Stress Management (AES008)** – Stressed? Well this is the course for you. Come enjoy an afternoon learning about stress and applying stress reduction techniques to help you better cope with the daily stress we find in life. This class is very interactive and full of fun activities. Don't you deserve an afternoon to de-stress?

**Facilitator(s):** Michael Moniz

**Date & Time:** November 4, 2:00-5:00

**Location:** OD & Training Room

***Get ready for Spring Training!***

**Train the Trainer and Emerging Leadership Series  
will be offered in Spring 2010**

Workshops are open to all UCF faculty and staff, including OPS employees and student assistants (on a space available basis). If a fee is noted, it pays the cost of materials, such as books or assessments. The monies can be transferred via inter-departmental (ID) transfers, which will be attached to the registration email, and is also available on our website.

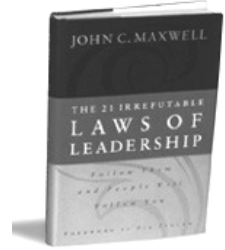


### Training Workshop Categories

- Certificate Programs
- Health, Safety & Wellness Workshops
- Human Resources Procedures Workshops
- On Location Workshops
- Professional Development Workshops

## Certificate Programs

**Leadership Excellence Series (LES000)** – What do the top NFL head coaches have in common? You can trace their leadership ability to just a handful of mentors. That's also true for hundreds of CEOs. More than 80 percent of all leaders are the result of the Law of Reproduction. Based on John Maxwell's book & motivational video series, *The 21 Irrefutable Laws of Leadership*, this is one leadership development program you can't afford to miss! Learn about all 21 leadership laws in this series. Then, apply the laws to real-world case studies and interactive learning activities. This series also integrates Emotional Intelligence, Conflict Resolution, and Situational Leadership.



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.

**Facilitator(s):** Michael Moniz

**Date & Time:** September 30, October 7, October 21 **AND** October 28, 8:30-5:00

**Location:** OD & Training Room

**Materials Fee:** \$100.00

**Supervisory Skills Series (SUP000)** – This series has something for all supervisors at UCF. Whether you're a seasoned leader, or first time supervisor, you will be able to practice and improve your skills in:

- Personalities at work
- Recognition & discipline
- Time management
- Leadership
- Business writing
- Communication strategies
- Customer service
- Teambuilding
- HR laws
- Performance appraisals
- Interviewing
- Coaching

This series meets 4 times, with a variety of guest speakers. As a part of this series, you will complete the DISC personality indicator. Employees completing all sessions are recognized at our Series Recognition Celebration.

**Facilitator(s):** Stephanie Jenkins & UCF Guest Speakers

**Date & Time:** October 27, November 3, November 10, **AND** November 17, 8:30-5:00

**Location:** OD & Training Room

**Materials Fee:** \$100.00

## Health, Safety & Wellness Workshops

**CPR (LIF001)** – 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 Jose at x3-2605.

**Facilitator(s):** Jose Vazquez (Office of Environmental Health & Safety)

**Date & Time:** October 1, 12:30-5:00 **OR** November 18, 12:30-5

**Location:** OD & Training Room

**Ergonomics: At the Office and On the Road (SAF035)** – Work doesn't have to be a pain... at least not on your body. This class will provide guidance on proper ergonomic practices that will help maintain comfort-both in the office and on business travel. Learn how to properly set up your workstation for your specific need; no matter where that is. It will also focus on how to recognize early warning signs and how to prevent musculoskeletal injuries.

**Facilitator(s):** Yashira Frederick (Office of Environmental Health & Safety)

**Date & Time:** September 10, 2:30-4:00 **OR** November 5, 2:30-4:00

**Location:** OD & Training Room

**First Aid (LIF014)** – 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 15 participants.

**Facilitator(s):** Jose Vazquez (Office of Environmental Health & Safety)

**Date & Time:** October 29, 1:00-4:00



**Location:** OD & Training Room

## Human Resource Procedures Workshops

**Human Resources Liaison (PER079 / PER 083)** – In an effort to provide better communication between our department and yours, the HR Liaison Program is designed to assist your department with HR procedures. This workshop is for employees (“liaisons”) that currently do HR functions. It will provide a map to guide you through the sometimes complicated HR business processes. Valuable information including guides, checklists and resources will be provided from all offices within UCF Human Resources.

**Facilitator(s):** Human Resources Staff

**Date & Time:** **Part I:** October 13, 1:00-5:00 **AND**

**Location:** OD & Training Room

**Part II:** October 20, 1:00-5:00

**Location:** OD & Training Room

**Interviewer Certification (PER006)** – 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.

**Facilitator(s):** Janet Balanoff (EEO) & Patsy Fan Popelas (HR Recruitment)

**Date & Time:** September 29, 1:00-5:00 **OR** November 24, 1:00-5:00

**Location:** OD & Training Room

**Online Hiring Workshop (PER090)** – This newly enhanced workshop offers anyone who will be working in the PeopleAdmin online applicant tracking system the training they will need to fill vacant positions. As hiring managers and certified interviewers, your responsibility is to create postings and hire candidates for A&P and USPS positions. This session covers all the steps in the online system from creating a requisition through the final steps needed to approve your hire for both USPS and A&P positions. Laptops are used throughout the session to access the online system for “hands on” practice to familiarize attendees with the system. Class size is limited to 15 people per session, so register now.



**Facilitator(s):** Janette Ramos (HR Recruitment Services)

**Date & Time:** October 19, 8:30-11:30 **OR** December 15, 8:30-11:30

**Location:** UTC 123

**PeopleSoft Payroll Workshops (Processor PER052 or Authorizer PER053)** – These webcourses are mandatory for PeopleSoft Payroll Processors and Authorizers. Each webcourse takes you through the policies and procedures for entering and/or approving time. **NOTE:** These webcourses are available to all university employees; but to be a Payroll Processor or Authorizer you must take the designated webcourse, be approved by your department, and submit a Human Resources Security Access Form upon completion of the training course: [http://hr.ucf.edu/web/forms/hris/HR PYRL\\_EPAF Security Form.pdf](http://hr.ucf.edu/web/forms/hris/HR_PYRL_EPAF_Security_Form.pdf).

**PeopleSoft SA/HR Basic Navigation (PSC001)** – This self-paced online training course introduces you to PeopleSoft SA/HR version 8.9. This course is the prerequisite for all Student Administration and Human Resources PeopleSoft training. The course teaches you how to:

- Access PeopleSoft SA/HR
- Understand PeopleSoft Terminology
- Search for Data
- Set Page Favorites

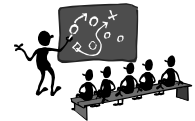
Training participants will not receive security access to the PeopleSoft SA/HR database after completing this course. Security will only be granted as the users complete other PeopleSoft courses that may be required for their particular job. For more information on additional

PeopleSoft training courses, please visit <http://training.ucf.edu/>. If you have any questions regarding this course, please contact HR Information Systems at [hris@mail.ucf.edu](mailto:hris@mail.ucf.edu) or x3-2771.



**Performance Appraisals (PER067)** – Prepare now for the annual performance appraisals due to Human Resources by 2/15/10. 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
- How to make the process faster/easier
- What and how to document
- UCF procedures for USPS and A&P
- 4-step communication/coaching model
- How to set SMART goals with your staff



Designed “Just in Time” for the 2/15 due date, this workshop is limited to current supervisors of USPS and A&P eligible staff.

**Facilitator(s):** Michelle Brooks (HR Employee Relations)

**Date & Time:** November 4 **OR** November 11 **OR** November 18, 9:00-11:30

**Location:** OD & Training Room

**Date & Time:** December 2 **OR** December 9

**Location:** OD & Training Room

## On Location Workshops

**Bring training to your team! These workshops are 2 hours in length and can be presented at your location with just your team. If you don't have space for the course, you can even use our training room. There is no minimum number of participants required. The maximum is 40 participants. Each course is a flat fee of \$225, by ID transfer, which includes facilitation and all materials. Call ODT to reserve a spot today! 407-823-0440**

**Change Management** - One of the key “life competencies” required of people in all sorts of different situations today is the ability to anticipate and respond effectively to any change that comes along. These skills are needed where everyone is expected to demonstrate some “change agent” skills. These skills enable us to lead, ourselves, individuals, groups, and ultimately the university, in implementing actions that enable a personal or collective vision to be successfully transformed into reality. In this workshop, we will explore major organizational change components, and learn John Kotter's 8 stage process of creating change.

**Facilitator(s):** Michael Moniz

**Coaching** - When you hear the word coaching what do you think of? Sports Teams. The truth is; everyone needs coaches. Even outstanding athletes like Michael Jordan or Tiger Woods proclaim the benefits gained from their coaches. Like athletes, each of you & your employees have some natural talents. Like sports, workplace coaching helps refine & focus the natural talent. In this workshop, we will help you define coaching, and learn the 4 step coaching model you can use to coach yourself and your employees.

**Facilitator(s):** Margie Chusmir

**Conflict Resolution** – 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:

- Practice using different conflict modes
- Assess situations & the conflict styles of others
- Improve two-way communication with coworkers

**Facilitator(s):** Michael Moniz

**Coping with Difficult People** – Can you think of a customer you would rather avoid than work with because they are so difficult? This workshop can help! We will:

- Identify the styles of difficult behavior & the underlying psychology
- Use 6 key steps in coping with difficult situations
- Apply a proactive communication approach to prevent future issues
- Practice your newly-learned skills in a safe zone using role-play scenarios

**Facilitator(s):** Michael Moniz



**Register on-line at <http://my.ucf.edu> (Employee Self Service; Learning & Development) or call 407-823-0440.**

**Persons with disabilities may request accommodation for any of these programs. Advance notice at time of enrollment is encouraged, in order to maximize planning time. Please call 823-0440 for assistance.**

**Customer Service 101** – 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.

**Facilitator(s):** Stephanie Jenkins

**Effective Communication** – This session is designed to strengthen your communication skills so that you may become more skillful at working in our organizations and presenting ourselves in a professional manner. As your communication skills improve, your jobs become less stressful and more satisfying. (as does the rest of your lives!) We will cover the 8 tips to do to be understood, and practice 10 Ways to Improve Listening Skills.

**Facilitator(s):** Stephanie Jenkins

**Finding Your Leadership Style** – When moving from the old school management philosophy into the new practice of leadership, we learned that now all leaders are the same. There is not cookie cutter version of a leader; it is all about finding your own personal leadership style. This course allows the participants to dwell on the possibilities of leadership and find their own personal talents as a leader.

**Facilitator(s):** Margie Chusmir

**Goal Setting** – 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.

**Facilitator(s):** Stephanie Jenkins

**Got Attitude?** – This next level customer service class, based on Jeffrey Gitomer's *Little Gold Book of YES! Attitude* will focus on the most important person involved in Customer Service... YOU! This interactive workshop will:

- give you insight to your inside attitude
- show you how to become a person of attitude and how to “walk the talk”
- teach you how to deal with attitude busters
- assess your attitude attributes
- teach you the formula for the YES! Attitude achievement

If you want to provide better customer service, no matter what position or department you are in, there is one thing you have control over - your attitude.

**Facilitator(s):** Stephanie Jenkins

**Meeting Management** – Are you new to the world of running meetings, or have you been doing it so long that every meeting blends together? Do you want to learn tips to keep your meetings brief & effective, yet still fun? Meeting management will cover how to run efficient meetings while keeping everyone energized and on task. You'll learn what to do (and not to do) before, during and after meetings.

**Facilitator(s):** Michael Moniz

**Process Improvement-** Do you find yourself saying, “There must be a better way” or “I know we have always done it this way, but I think I have an idea that might work better”? If your answer is ‘yes’, then this workshop will provide you with tools and techniques to make improvements in your daily work. Using a fun and interactive post-it-note activity, you'll learn how to map a current process, define a new or desired process and know what steps to take to make improvements. This class is ideal for intact teams who have a desire to become more involved in making improvements to their own work.

**Facilitator(s):** Margie Chusmir

**Reach for the Stars: UCF's Past, Present & Future** – What's the latest on the med school? Convocation Center? Aside from serving as a beautiful focal point on campus, the reflecting pond was originally designed with a very important secondary purpose in mind...do you know what that was? Do you know how many students are enrolled this year? How many regional campuses do we have? Learn the answer to these questions and other fascinating UCF facts during this workshop. Emphasis is on UCF's past, present and future; the mission, traditions and spirit of UCF; and getting “plugged in”. The more you know about UCF's past, present and future, the better service you can provide.

**Facilitator(s):** Stephanie Jenkins

**Salsa: How all the Ingredients Make a Great Conversation** – I know you believe you understand what you think I said, but I am not sure you realize that what you heard is not what you meant. Confused? Did you know that the average worker spends 50% of their time communicating? This workshop covers general communication topics, to help you understand and be understood. Timing is everything in communication, and you'll want to take the time to learn!

**Facilitator(s):** Michael Moniz

**TeamWork** – A team is defined as an energetic group of people who are committed to achieving common objectives, who work well together and enjoy doing so. Effective teams produce outstanding results and succeed in achieving despite difficulties. Members feel responsible for the output of their team and act to clear difficulties standing in their way. Allow us to help you develop into a stronger, more effective team.

**Facilitator(s):** Margie Chusmir



**Time Management/Accomplishing More** – 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

**Facilitator(s):** Stephanie Jenkins

## Professional Development Workshops

**Communication, Teambuilding and the Myers-Briggs (PER061)** – 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).

**Facilitator(s):** Michael Moniz

**Date & Time:** October 8, 1:00-5:00

**Location:** OD & Training Room

**Materials Fee:** \$30.00



**Marketing, Branding & UCF (LIF113)** – Sponsored by University Marketing, 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.

**Facilitator(s):** Tom Hope, University Marketing

**Date & Time:** September 23, 3:00-5:00 OR October 30, 3:00-5:00

**Location:** OD & Training Room

**Date & Time:** December 1, 3:00-5:00

**Location:** OD & Training Room

**Mr. Potato Head and Leadership Skills (PER063)** – Mr. Potato Head...a world-class personality whose recognition grew from a simple children's toy to an entertainment star and a cultural icon. With UCF's projected growth and dynamic work environment, the university needs leaders with the skills that capitalize on individual strengths, while upholding the goals of the university. Through FUN, interactive, and creative exercises with Mr. Potato Head, this workshop will help develop and enhance leadership skills such as:

- Active listening
- Giving clear, concise communication
- Using creativity in problem solving
- Creating a vision
- Management By Walking Around (MBWA)
- And More!!

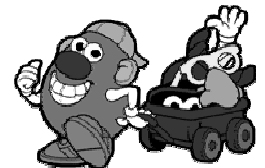
Participants will take a leadership assessment during this workshop and leave with their very own Mr. Potato Head.

**Facilitator(s):** Michael Moniz

**Date & Time:** December 2, 2:00-5:00

**Location:** OD & Training Room

**Materials Fee:** \$30.00



**Stress Management (AES008)** – Stressed? Well this is the course for you. Come enjoy an afternoon learning about stress and applying stress reduction techniques to help you better cope with the daily stress we find in life. This class is very interactive and full of fun activities. Don't you deserve an afternoon to de-stress?

**Facilitator(s):** Michael Moniz

**Date & Time:** November 4, 2:00-5:00

**Location:** OD & Training Room

**Talk to the Animals (STA021)** – We communicate every time we interact with others. How effectively we do this ultimately determines how successful we become. This workshop combines two of our most popular topics – customer service and communication. We'll cover key topics in email, telephone and face to face communication etiquette.

**Facilitator(s):** Stephanie Jenkins

**Date & Time:** October 15, 3:00-5:00

**Location:** OD & Training Room

**Materials Fee:** \$25.00

**Teamwork (AES006)** – Are you jealous of another team that seems to get things done quicker and easier than your own? Need to learn how to manage conflict within your team? If so then this workshop is for you! This course will focus on tools for building, maintaining and recognizing high-performing teams.

**Facilitator(s):** Stephanie Jenkins

**Date & Time:** November 19, 2:00-5:00

**Location:** OD & Training Room

**Materials Fee:** \$25.00



# Constellation Calendar

*Developing UCF's network of stars*

## September

Monday	Tuesday	Wednesday	Thursday	Friday
7	8	9	10 Ergonomics 2:30-4	11 Orientation 8:15-5
14	15	16	17	18
21	22	23 Marketing, Branding 3-5	24	25 Orientation 8:15-5
28	29 InterviewerCert 1-5	30 LdrshpExcellnce 8:30-5	(1) CPR 12:30-5	(2)

## October

Monday	Tuesday	Wednesday	Thursday	Friday
5	6	7 LdrshpExcellnce 8:30-5	8 Myers-Briggs 1:30-5	9 Orientation 8:15-5
12	13 HR Liaison 1-5	14	15 TalkToAnimals 3-5	16
19 Online Hiring 8:30-11:30	20 HR Liaison 1-5	21 LdrshpExcellnce 8:30-5	22	23 Orientation 8:15-5
26	27 SupSkillsSer 8:30-5	28 LdrshpExcellnce 8:30-5	29 First Aid 1-4	30 Marketing, Branding 3-5

## November

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 SupSkillsSer 8:30-5	4 Perf.Appraisal 9-11:30 StressMgmt 2-5	5 Ergonomics 2:30-4	6 Orientation 8:15-5
9	10 SupSkillsSer 8:30-5	11 Perf.Appraisal 9-11:30	12	13
16	17 SupSkillsSer 8:30-5	18 Perf.Appraisal 9-11:30 CPR 12:30-5	19 Teamwork 2-5	20 Orientation 8:15-5
23	24 InterviewerCert 1-5	25	26	27

**Happy Thanksgiving from OD & Training!**

## December

Monday	Tuesday	Wednesday	Thursday	Friday
(30)	1	2 Perf.Appraisal 9-11:30 Ldrshp&MrPotato 2-5	3	4 Orientation 8:15-5
7	8	9 Perf.Appraisal 9-11:30	10	11
14	15 OnlineHiring 8:30-11:30	16	17	18 Orientation 8:15-5

Register online at <https://my.ucf.edu> (Employee Self Service; Learning & Development) or complete this form:

NAME \_\_\_\_\_ EMPLOYEE ID # \_\_\_\_\_

DEPT. \_\_\_\_\_ PHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_

Please enroll me in the following program(s):

COURSE \_\_\_\_\_ DATE/TIME \_\_\_\_\_  
 COURSE \_\_\_\_\_ DATE/TIME \_\_\_\_\_

Persons with disabilities may request accommodation for any of these programs. Advance notice at time of enrollment is encouraged, in order to maximize planning time. Please call 823-0440 for assistance. Please mail completed form to Human Resources-OD & Training, Zip +4: 2912