PROFESSIONAL DEVELOPMENT

ASU OFFICE OF HUMAN RESOURCES

January–June 2015
Professional Development at ASU

Every ASU staff member is eligible for at least 16 hours of professional development training each year (SPP 601). The Leadership and Workforce Development (LWD) team offers a variety of workshops for ASU staff members.

Workshops are open to all employees and are FREE unless otherwise noted. Classes are primarily held at the Office of Human Resources on the Tempe campus. In early 2015, LWD also will offer a selection of these classes on the other ASU campuses.

This catalog lists our currently available workshops for January–June 2015.

MORE INFO
Leadership and Workforce Development
ASU Office of Human Resources
480.965.4751 | LWD@asu.edu
cfo.asu.edu/hr-development

This catalog is a listing of currently available workshops for January–June 2015.

Applying Lean to Services
ASU’s Approach to Student Service Communications
Creative Problem Solving
Dare to Promote Your Success
Dealing with Difficult People**
Effective Workplace Communication:  
  “It’s Not Me, It’s You”**
Listening to the Voice of Your Customer
Listening to Understand
Managing Up
Performance Standards
Power of Presence*
Professional Communication in the Workplace
Recruitment Certification Training
Strategies for Difficult Conversations with Customers and Colleagues
Sustainability at Work
True Colors

** Will be on Tempe and West campuses
* West Campus only

current workshops

ASU SUPERVISOR: Essentials for Success**
Delegating for Growth
Equity & Inclusion
How to Handle Change
How to Manage the ADA
Making Painless Performance Conversations Happen
Managing Student Employees for Service Success
Motivation and Engagement
Preparing to Evaluate Performance
Toughest Supervisor Challenges and How to Overcome Them
What to Do If...
Workforce Planning

MARCH

March 3
Preparing to Evaluate Performance
Recruitment Certification Training
March 10
Effective Workplace Communication:  
  “It’s Not Me, It’s You”**
March 17
What to Do If...
Workforce Planning
March 31
Listening to the Voice of Your Customer
True Colors

APRIL

April 7
Managing Up
Recruitment Certification Training
April 9
Power of Presence*
ASU SUPERVISOR: Essentials for Success*
April 21
Dealing with Difficult People
Managing Student Employees for Service Success
April 28
Toughest Supervisor Challenges and How to Overcome Them
Sustainability at Work

MAY

May 19
How to Handle Change
Recruitment Certification Training

JUNE

June 2
Creative Problem Solving
Recruitment Certification Training
June 9
Motivation and Engagement Strategies for Difficult Conversations with Customers and Colleagues
June 16
ASU SUPERVISOR: Essentials for Success
Delegating for Growth
June 18
Dealing with Difficult People*
June 23
Motivation and Engagement
True Colors
June 30
How to Manage the ADA
Applying Lean to Services

* West Campus only

ENROLL NOW
Core Expectations: Staff

Each of our workshops addresses one of these core expectations

Service-oriented, Positive Attitude, Helpful
Provides exceptional service by distributing accurate, useful information that supports university objectives
Holds self and others to a high standard of quality and service

Trustworthy, Adheres to Ethics and Compliance Standards
Demonstrates integrity under all circumstances
Adheres to university standards of ethics and compliance
Performs all job duties and functions in compliance with ASU policies and completes all required training

Collaborative, Team-oriented
Works effectively with others, both inside and outside the university, to accomplish university goals

Productive, Commitment to ASU
Improves university effectiveness by finding creative solutions that increase access to educational resources
Identifies and resolves problems and otherwise advances university mission

Flexible, Adaptable
Welcomes and adjusts quickly to change
Remains flexible and productive at all times

Respectful Communicator
Expresses ideas clearly and adjusts communications to the intended audience
Recognizes the need to communicate effectively with diverse faculty, staff and students throughout the university

Resourceful, Committed to Sustainability
Actively seeks, acquires and promptly applies new knowledge and skills to support university goals
Is aware of and supports the university's sustainability programs

“I can’t state enough... how wonderful and helpful this [workshop] was. I wish we could attend... annually as a refresher and morale booster....”
—Past workshop participant

Applying Lean to Services
June 30 | 1:10–2:55 p.m.
Core Expectation: Productive, Commitment to ASU

This workshop will introduce participants to the concept of Lean, show how this methodology can be applied to improve service delivery and explain the basic tools for streamlining the service process.

ASU’s Approach to Student Service Communications
Feb. 17 | 1:10–2:55 p.m.
Core Expectation: Service-oriented, Positive Attitude, Helpful

Are you looking to share your department’s programs and services with students? This workshop will show you how to get your message out there, introduce you to communications best practices and offer success stories that illustrate how you can leverage university resources to reach students.

Creative Problem Solving
June 2 | 8:10–9:55 a.m.
Core Expectation: Flexible, Adaptable

Creative problem solving is a valuable skill for today’s fast-changing world. This workshop will emphasize the concept of “innovation” and how it relates to the bottom line. Participants will learn how to combine creativity with analytic thinking for effective problem solving and to develop critical thinking skills.

Dare to Promote Your Success
Jan. 27 | 1:10–2:55 p.m.
Core Expectation: Resourceful, Committed to Sustainability

How do you get ahead today? Sell yourself and your accomplishments. Track your successes all year long so you know how your job measures up against ASU’s Core Expectations.

Dealing with Difficult People
April 21 | 11:10–2:55 p.m.
June 18 | 8:30–10:30 a.m. WEST CAMPUS
Core Expectation: Respectful Communicator
Prerequisite: Navigating Difficult Conversations Online Course

Who are the difficult people in your workplace? Tanks? Snipers? Know-it-alls? The bad news is that we can’t make difficult people change. The good news? We CAN break free of their influence.

Effective Workplace Communication: It’s Not Me, It’s You
Feb. 12 | 8:30–10:30 a.m. WEST CAMPUS
March 10 | 8:10–9:55 a.m.
Core Expectation: Respectful Communicator

Communication is a complex, confusing subject, rich with emotions, but you must understand it to be successful at work and in life. This session will explore three key communication elements and offer development opportunities that will create a strong foundation to improve interactions with others.

Listening to the Voice of Your Customer
March 31 | 8:10–9:55 a.m.
Core Expectation: Service-oriented, Positive Attitude, Helpful

This workshop introduces participants to techniques for gathering customer feedback and identifying customer needs. It also will show how this information can be used to find performance gaps and opportunities to improve processes.

Listening to Understand
Feb. 24 | 8:10–9:55 a.m.
Core Expectation: Respectful Communicator

Do you find yourself preparing your response while your boss or colleague is still speaking? If so, you’re not listening actively. Take this opportunity to understand and develop one of most important communication skills we have: the ability to hear what the other person is really saying.

Managing Up
April 7 | 9–11 a.m.
Core Expectation: Collaborative, Team-oriented

In today’s workplace, “managing up” is necessary to cultivate a strong working relationship with your manager. You show your value as an effective, reliable worker by helping to control the workload for you and your boss. This approach can result in more responsibility and rewarding work. You’ll learn how

ENROLL NOW
for staff

to assess your current “managing up” skills; understand how well you know your manager, which is crucial when managing up; and get guidelines to help you achieve success.

Performance Standards
- Jan. 27 | 9–11 a.m.
  Core Expectation: Trustworthy, Adheres to Ethics and Compliance Standards
  Do you ever wonder if your work meets your manager’s expectations? If you are a manager, do you question how to fairly evaluate your staff’s performance? If you said yes to either question this workshop is for you. HR Partners will teach you the purpose, benefits and process to create performance standards for you and/or your staff. This workshop is open to all staff, managers and teams who want to establish or clarify performance measures. We encourage you to attend with your colleagues or direct reports to work together during and after the workshop.

Power of Presence
- April 9 | 1:10-2:55 p.m. WEST CAMPUS
  Core Expectation: Service-oriented, Positive Attitude, Helpful
  Your professional success can be greatly influenced by how others see you. Do you have confidence in the impression you make? Learn the components of presence and provide simple strategies to help you develop a strong personal brand.

Professional Communication in the Workplace
- Feb. 24 | 1:10–2:55 p.m.
  Core Expectation: Respectful Communicator
  Communication happens all the time and in a variety of mediums, but are you sure you communicate effectively and professionally? In this workshop, you will learn the importance of professional communication, be challenged to rethink how you deliver daily communication and get tips and techniques to promote excellence in your workplace. The discussion will include ASU values, workplace ethics, professionalism, customer service and individual accountability.

Recruitment Certification Training
- Feb. 3 | 1–3 p.m.
  Core Expectation: Trustworthy, Adheres to Ethics and Compliance Standards
  Since 2009 ASU hiring managers have been certified as recruiters. To successfully hire, you must keep current with the latest recruitment and selection techniques and processes and continue to do things differently. Participants will be trained to ensure their search team is prepared and competent to conduct a recruitment. This training will explain the latest ASU and legal requirements so your recruitment searches are compliant. In addition, the session will cover effective screening, interviewing and selection techniques to hire the best applicant. Each participant will receive a two-year recruitment certification.

Strategies for Difficult Conversations with Customers and Colleagues
- June 5, 1:10-2:55 p.m.
  Core Expectation: Service-oriented, Positive Attitude, Helpful
  Dealing with difficult issues and upset people is challenging. From time to time, you will need to respond to a customer or colleague who is upset. No matter who is to blame, it’s always important to keep a few principles in mind to improve rather than deteriorate the situation. This workshop will offer strategies to help you overcome the challenges with having difficult conversations and handling customer complaints.

Sustainability at Work
- April 28 | 1:10–2:55 p.m.
  Core Expectation: Resourceful, Committed to Sustainability
  You’ve been bringing your own coffee cup and turning off lights. What else can you do to exceed ASU’s Sustainability Core Expectations? There are many opportunities to act sustainably at the office. This workshop will offer easy strategies to integrate sustainability into your workplace.

True Colors
- March 31 | 1:10–2:55 p.m.
  Core Expectation: Collaborative, Team-oriented
  This foundational, interactive workshop introduces the powerful True Colors concepts. During this session, you will determine your True Colors personality spectrum, including your most dominant color style and learn to recognize the True Colors of others.

for supervisors

Core Expectations: Management

Each of our workshops addresses one of these core expectations

- Creates a Culture of Service to Students and Colleagues
  Promotes exemplary service and sets a precedent for others
  Sets high standards for quality and accuracy within department

- Sets the Standard for Trust, Integrity, Transparency
  Acts with integrity to foster trust and build cooperative relationships
  Takes personal responsibility for one’s actions
  Follows through on commitments and agreements
  Ensures employees complete all required training and performs job functions in compliance with ASU policies

- Develops Staff and Fosters Teamwork
  Provides coaching and resources to help team members develop their professional skills to fulfill university needs
  Identifies employees’ strengths/weaknesses and provides feedback to improve and enhance team performance

- Executes Strategies to Get Results
  Conducts ongoing strategic analyses to guarantee programs achieve identified goals
  Is a self-starter who actively sets and achieves goals

- Decision Making and Accountability
  Holds self and others accountable for delivering on commitments/standards through assigning clear authority and decision making
  Seeks opportunities to achieve results, no matter what roadblocks occur

- Cultivates Intellectual and Cultural Diversity
  Promotes a culture of inclusion by building a diverse team and embracing a variety of perspectives

- Fiscal Responsibility, Process Improvement, Sustainability
  Is accountable for fiscal controls within department
  Seeks strategies to improve internal processes
  Participates in and encourages team to support the university’s sustainability programs

6  ASU Office of Human Resources | Leadership and Workforce Development
7  ASU Office of Human Resources | Leadership and Workforce Development
How to Manage the ADA
June 30 | 8:10–9:55 a.m.
Core Expectation: Cultivates Intellectual and Cultural Diversity
Understanding the Americans with Disabilities Act (ADA) is important for anyone at ASU who has managerial, supervisory or HR-related responsibilities. This workshop will review the basics of the ADA, and the ADA interactive process and provide clarification on the role you play in the process.

Making Painless Performance Conversations Happen
Jan. 13 | 8:10–9:55 a.m.
Core Expectation: Develops Staff, Fosters Teamwork
“It will ignore it, it will go away.” Many leaders take this approach to managing tough employee situations. It never works. When you ignore performance issues and avoid tough conversations, problems fester and grow. This session makes the argument for swift, direct conversations that build morale and teamwork in the long run. Before beginning a performance conversation, it is critical to sort out what you really expect. We’ll explore the cost of avoidance and provide tools for creating an environment where performance conversations can be painless. This workshop uses a webinar recording and facilitated group discussion interspersed throughout.

Managing Student Employees for Service Success
April 21, 8:10-9:55 a.m.
Core Expectation: Creates a Culture of Service to Students and Colleagues
We know that a first impression can determine both the level of satisfaction and the outcome of every service experience. At ASU, student employees are often the first point of contact and become the face of service for departments like yours. For this reason, we want to engage them as integral members of our teams and empower them to provide exceptional service. The process starts before the job is posted and involves much more than signing timesheets. Throughout, we help them understand their impact on the mission and goals of the department and to realize the Sun Devil Service Standard and ASU Principles. Learn more about your role as a manager and coach of student employees and how to leverage their enthusiasm and experience.

Motivation and Engagement
June 9 | 8:10–9:55 a.m.
June 23 | 8:10–9:55 a.m.
Core Expectation: Develops Staff and Fosters Teamwork
Both motivation and engagement are “inside jobs.” In other words, we don’t motivate or engage other people. Managers can support team members by understanding each person’s unique motivators and engagers. We’ll review theory and spend time planning to apply them in your workplace.

Preparing to Evaluate Performance
Feb. 3 | 8:10–9:55 a.m.
March 3 | 8:10–9:55 a.m.
Core Expectation: Sets the Standard for Trust, Integrity, Transparency
Looking to refresh your memory or learn new skills? This workshop is designed to prepare you to conduct annual performance evaluations.

Toughest Supervisor Challenges and How to Overcome Them
April 28 | 8:10–10 a.m.
Core Expectation: Sets the Standard for Trust, Integrity, Transparency
Conflict among employees and dealing with “problem employees” (those who are irritating and annoying, but meeting job expectations) are just some challenges supervisors face. This interactive workshop is for supervisors who have multiple direct reports. It will address the toughest challenges you face and provide you the tools you need.

What to Do If...
March 17 | 8:10–9:55 a.m.
Core Expectation: Cultivates Intellectual and Cultural Diversity
Starting to feel overwhelmed and stressed out? Not sure which policies apply or which procedures to follow? Not sure who can help you? Each manager has a unique role in an organization and each organization is unique. This workshop will cover common situations supervisors may face day-to-day. Scenarios will be incorporated to cover situations such as disability-related performance issues; religious accommodations; and establishing boundaries with subordinates, as well as others.

Workforce Planning
March 17 | 1:10–3:00 p.m.
Core Expectation: Fiscal Responsibility, Process improvement, Sustainability
This workshop provides a broad overview of the key elements associated with workforce planning. It will discuss what is workforce planning, why it is important and steps to implement it. The target audience is managers who have direct reports and at least some strategic planning responsibilities for their areas. This workshop also will help managers understand the importance of maintaining a business plan and ensuring that proper resources are available and used effectively and efficiently to meet ASU goals and objectives.