PROFESSIONAL DEVELOPMENT
JULY–DECEMBER 2015
ASU OFFICE OF HUMAN RESOURCES
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 employees.

Workshops are open to all employees and are FREE unless otherwise noted. Classes are held at on all four campuses within the Phoenix metro area. This catalog lists our currently available workshops for July – December 2015 and includes three courses that correspond to the Sun Devil Service Principles listed on page 7.

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

TABLE OF CONTENTS
Courses by Campus  p. 3
Core Expectations: Staff  pp. 4–5
Core Expectations: Management  pp. 6–7
Sun Devil Service Standard  p. 7

CLASS DESCRIPTIONS
Tempe campus  pp. 8–10
Other campuses  p. 11

COURSE LOCATIONS
Downtown Phoenix campus
Nursing and Health Innovations Buildings
500 N. 3rd St.- NHI
550 N. 3rd St.- NHI2
Phoenix

Polytechnic campus
Student Union
5999 S. Backus Mall
Mesa

Tempe campus
Tempe University Center (UCNTRA)
Building A
1100 E. University Drive
Memorial Union
301 E. Orange St.
Computing Commons 120
501 E. Orange St.

West campus
University Center Building (UCB)
13590 N. 47th Ave.
Phoenix
## Courses by Campus

<table>
<thead>
<tr>
<th>Campus</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tempe</strong></td>
<td>7 Zero Waste at ASU</td>
<td>25 Recruitment Certification Training</td>
<td>1 Maximizing Career Engagement</td>
<td>1 Understanding Your Process</td>
<td>3 Taking Control of Conflict</td>
<td>1 Recruitment Certification Training</td>
</tr>
<tr>
<td></td>
<td>13 Introduction to Project Management</td>
<td>25 Sustainability at Work</td>
<td>1 The Power of Presence</td>
<td>6 Power of Public Speaking: Projecting Confidence &amp; Credibility</td>
<td>17 Motivation and Engagement</td>
<td>1 Recruitment Certification Training</td>
</tr>
<tr>
<td></td>
<td>14 Strategic Planning</td>
<td></td>
<td>9 Service Tools to Make YOU Successful</td>
<td>6 Recruitment Certification Training</td>
<td>17 Presentation Skills</td>
<td>1 Recruitment Certification Training</td>
</tr>
<tr>
<td></td>
<td>21 Overcoming Tough Supervisor Challenges</td>
<td></td>
<td>15 How to Handle Change</td>
<td>13 Introduction to Project Management</td>
<td>17 Workforce Planning</td>
<td>1 Recruitment Certification Training</td>
</tr>
<tr>
<td></td>
<td>28 Critical Elements of Excellent Service</td>
<td></td>
<td>22 Yes You Can! Personal Leadership Strategies to Rock Your Career</td>
<td>20 Front-Line Employees: Key to Excellent Service</td>
<td>4 True Colors© ($20)</td>
<td>3 True Colors© ($20)</td>
</tr>
<tr>
<td><strong>Downtown Phoenix</strong></td>
<td>15 Critical Elements of Excellent Service</td>
<td></td>
<td>22 Listening to Understand</td>
<td>6 Power of Public Speaking: Projecting Confidence &amp; Credibility</td>
<td>17 Presentation Skills</td>
<td>1 Recruitment Certification Training</td>
</tr>
<tr>
<td><strong>Polytechnic</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>West</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>December</strong></td>
<td>1 Recruitment Certification Training</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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“This was great! I can’t wait to take all of this knowledge back to my peers.”  
—Past workshop participant
core expectations: staff

Each of the workshops addresses one of the core expectations (pp. 4–7).

**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

**RELATED CLASSES**
Critical Elements of Excellent Service  
July 15, Downtown Phoenix campus | July 28, Tempe campus

Listening to the Voice of Your Customer  
Oct. 27, Tempe campus

Service Tools to Make YOU Successful  
Sept. 9, Tempe campus

‘I learned a lot from the interactions during the workshop. Everyone had valuable information to share.’  
—Past workshop participant

**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

**RELATED CLASSES**
Listening to Understand  
July 21 Polytechnic campus | July 22, Downtown Phoenix campus

Taking Control of Conflict  
July 23, West campus | Nov. 3, Tempe campus

**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

**RELATED CLASSES**
Sustainability at Work  
Aug. 25, Tempe campus

Yes You Can! Personal Leadership Strategies to Rock Your Career  
Sept. 22, Tempe campus | Nov. 3, Downtown Phoenix campus

Zero Waste at ASU  
July 7, Tempe campus

Owning Your Performance  
Dec. 8, Tempe campus
Productive, Commitment to ASU
Implements university effectiveness by finding creative solutions that increase access
to educational resources

Identifies and resolves problems and otherwise advances university mission

**RELATED CLASSES**
**Maximizing Career Engagement**
Sept. 1, Tempe campus

**The Power of Presence**
Sept. 1, Tempe campus | Sept. 10, Downtown Phoenix campus

**Flexible, Adaptable**
Welcomes and adjusts quickly to change

Remains flexible and productive at all times

**RELATED CLASS**
**How to Handle Change**
Sept. 15, Tempe campus

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

**RELATED CLASSES**
**True Colors © ($20)**
Sept. 24 and Nov. 4, Tempe campus

**Introduction to Project Management**
July 13 and Oct. 13, Tempe campus

**Managing Up**
Sept. 29, Polytechnic campus

**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

**RELATED CLASS**
**Recruitment Certification Training**
Aug. 25, Oct. 6 and Dec. 1, Tempe campus
core expectations: management

Sets the Standard for Trust, Integrity, Transparency
Acts with integrity to foster trust and build cooperative relationship

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

**RELATED CLASSES**
**Overcoming Tough Supervisor Challenges**
July 21, Tempe campus

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

**RELATED CLASS**
**Motivation and Engagement**
Sept. 17, West campus | Nov. 3, Downtown Phoenix campus

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

**RELATED CLASS**
**What To Do If**
Dec. 1, Tempe campus

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 ASU’s sustainability programs

**RELATED CLASS**
**Workforce Planning**
Nov. 17, Tempe campus
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

**RELATED CLASSES**
**Strategic Planning**
July 14, Tempe campus

**Understanding Your Process**
Oct. 1 and Dec. 8, Tempe campus

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

**RELATED CLASS**
**Front-Line Employees: Key to Excellent Service**
Oct. 20, Tempe campus

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

Sun Devil Service Standard
ASU is committed to providing exemplary service to our students, their families and the ASU community to promote student success.

**Principles**
Actively listen, acknowledge and respond to every inquiry.
Take ownership and resolve each concern or problem as if it is our own.
Demonstrate professionalism and expertise in every interaction.
Engage in professional development to meet the expectations for service excellence.

**RELATED CLASSES**
**Critical Elements of Excellent Service**
July 15, Downtown Phoenix campus | July 28, Tempe campus

**Front-Line Employees: Key to Excellent Service**
Oct. 20, Tempe campus

**Service Tools to Make YOU Successful**
Sept. 9, Tempe campus
Critical Elements of Excellent Service  
**July 28, 2015, 8:30–10:30 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Service-oriented, Positive Attitude, Helpful  
What is the most important thing you can do to improve relationships with our students? The answer is as obvious as it is overlooked: Improve the student experience, which means how students perceive their interactions with ASU. At this workshop, you will learn the three primary aspects of a service interaction important to students and how to provide better service by using solutions from those three categories.

Front-Line Employees: Key to Excellent Service  
**Oct. 20, 2015, 8:10–9:55 a.m.**  
Computing Commons 120, Tempe campus  
**Intended Audience:** Managers  
**Core Expectation:** Creates a culture of service to students and colleagues  
Our front-line employees are critical to service at ASU and more often than not, they are our students. Orienting, training and engaging your student workforce are critical to providing exceptional service. At this workshop, we will review student feedback about their interactions with student employees. ASU experts will share their experiences managing a large student workforce and walk through scenarios to assess and develop skills with our front-line employees.

How to Handle Change  
**Sept. 15, 2015, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Flexible, Adaptable  
Change happens and it’s occurring faster than ever at ASU. In this session, we will evaluate typical attitudes toward change, recognize the signals of change-related stress, understand the four parts of the change cycle and apply positive strategies to cope with change. Your ability to accept change and work through change is critical to your success.

Introduction to Project Management  
**July 13, 2015 1–3 p.m.**  
Memorial Union, Mohave Room 236, Tempe campus  
**Oct. 13, 2015 8:30–10:30 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Flexible, Adaptable  
This Introduction to project management (PM) will teach you about the profession of PM, how it’s used at ASU and resources available (including the ASU PM Network). We’ll also answer these questions: What is PM and what is a project manager? What is the Project Management Institute (PMI) and what’s the PMBoK? What is PM certification and how do I get certified? What does it mean that I will earn 2 PDUs for this class? Class participants also will learn about PMI process groups, knowledge areas, tools and techniques, and inputs and outputs.

Listening to the Voice of Your Customer  
**Oct. 27, 2015, 8:30–11:30 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Service-oriented, Positive Attitude, Helpful  
This workshop will help participants define their customers, create a data collection plan to collect information from them and gather customer feedback. You also will learn how to use the information collected to identify customer needs and present the results.

Maximizing Career Engagement  
**Sept. 1, 2015, 1:10–2:55 p.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Productive, Commitment to ASU  
Take ownership of your own engagement at work. This workshop will help you assess your career-related goals, values and strategies, and provide resources to maximize your career satisfaction.

Overcoming Tough Supervisor Challenges  
**July 21, 2015, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Managers  
**Core Expectation:** Sets the Standard for Trust, Integrity, Transparency  
Conflict among employees as well as dealing with "problem employees" (those who are irritating and annoying but meeting job expectations) are just some of the challenges supervisors face. This interactive workshop, for supervisors who have multiple direct reports, will address these challenges and provide tools to move forward.

Owning Your Performance  
**Dec. 8, 2015, 1:10–2:55 p.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Resourceful, Committed to Sustainability  
How do you get ahead today? Learn how to set goals and promote your accomplishments. Track your success all year long and align your job with ASU’s Core Expectations.
‘The classroom environment created by the instructor was friendly and encouraging.’
—Past workshop participant

The Power of Presence
Sept. 1, 2015, 8:10–9:55 a.m.
University Center, Building A, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Productive, Commitment to ASU
Your professional success can be greatly influenced by how others see you, hear you and remember you. Do you have confidence in the impression you leave on others? This workshop will introduce you to the components of presence and provide strategies to help you develop a strong personal brand.

Power of Public Speaking:
Projecting Confidence & Credibility
Oct. 6, 2015, 9:30–11 a.m.
University Center, Building A, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Productive, Commitment to ASU
Why is public speaking so frightening and how come others make it look easy? Learn new tools to improve your confidence and charisma as a public speaker. Broadening your understanding of the communication barriers we all face will empower you to become a more fluid and confident presenter.

Recruitment Certification Training
Aug. 25, 2015, 1–3 p.m.
Oct. 6, 2015, 1–3 p.m.
Dec. 1, 2015, 1–3 p.m.
University Center, Building A, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Trustworthy, Adheres to Ethics and Compliance Standards
Since 2009, ASU hiring managers have been certified as recruiters. Participants will be trained to ensure their search team is prepared and competent to conduct a recruitment. They will learn the latest ASU and legal requirements to be compliant with their searches. In addition, all in attendance will be instructed on effective screening, interviewing and selection techniques to hire the best candidate in their applicant pool. All participants who complete this recruitment training will receive recruitment certifications valid for two years.

Service Tools to Make YOU Successful
Sept. 9, 2015, 8:30–10:30 a.m.
Memorial Union, Graham Room 226, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Service-oriented, Positive Attitude, Helpful
Are you looking to improve service processes and delivery in your department? If so, this workshop is for you. You will learn how to use mind maps, process maps and service blueprinting to innovate in your area. These techniques will allow you to clearly visualize your service processes and identify opportunities for improvement.

Strategic Planning
July 14, 2015, 8:30–10:30a.m.
University Center, Building A, Tempe campus
**Intended Audience:** Managers
**Core Expectation:** Executes Strategies to Get Results
An introduction to strategic planning, and the importance of creating and using organizational and personal vision and mission statements to guide actions. The workshop will cover the elements of a strategic plan, how to write effective vision and mission statements, and how to support and accomplish them using aligned goals and objectives.

Sustainability at Work
Aug. 25, 2015, 8:10–9:55 a.m.
University Center, Building A, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Resourceful, Committed to Sustainability
You’ve been bringing your own coffee cup and turning off lights. Now what else can do to exceed ASU’s Sustainability Core Expectations? There are many opportunities to be involved in sustainable actions around the office. This workshop will cover actionable strategies to integrate sustainability into your workplace.

True Colors® ($20)
Sept. 24, 2015, 8:00–11:00 a.m.
Memorial Union, La Paz, Tempe campus
**Intended Audience:** Staff
**Core Expectation:** Collaborative, Team-oriented
This interactive workshop introduces the powerful True Colors concepts. You’ll determine your True Colors personality.
spectrum, including your most dominant color style, and learn to recognize the True Colors of others.

**Understanding Your Process**  
**Oct. 1, 2015, 8:30 a.m. – 12:30 p.m.**  
**Dec. 8, 2015, 8:30 a.m. – 12:30 p.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Managers  
**Core Expectation:** Executes Strategies to Get Results  
This workshop teaches the tools needed to define and develop a baseline understanding of a service process. The workshop teaches participants how to map a process and assess its inputs and outputs. It also explains the basic methods used to measure process speed and efficiency.

**What To Do If**  
**Dec. 1, 2015, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Managers  
**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 to whom to reach out? Each manager has a unique role in an organization and each organization is unique. Presented by ASU’s Office of Equity & Inclusion, this workshop will cover common situations that supervisors may face at any given time. Scenarios will be incorporated to cover situations such as disability-related performance issues, religious accommodations and establishing boundaries with subordinates and others.

**Workforce Planning**  
**Nov. 17, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Managers  
**Core Expectation:** Fiscal Responsibility, Process Improvement, Sustainability  
This workshop provides a broad overview of the key elements of workforce planning. We will discuss questions such as: What is workforce planning? Why is it important? What steps should I take to implement it? Managers who have direct reports and at least some strategic planning responsibilities for their respective areas will benefit from this workshop, which will also help managers understand the importance of maintaining a business plan and ensuring that the proper resources are available and used effectively and efficiently to meet ASU goals and objectives.

**Yes You Can! Personal Leadership Strategies to Rock Your Career**  
**Sept. 22, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Resourceful, Committed to Sustainability  
Poise yourself for professional opportunities in this interactive, skill-building session. This session will use wisdom shared in Betsy Myers’ book, “Take the Lead,” and Dr. Randy Pausch’s “Last Lecture.” Participants will map career aspirations and goals, discuss obstacles holding them back, draft a personal mission statement and develop a plan of action.

**Zero Waste at ASU**  
**July 7, 8:10–9:55 a.m.**  
University Center, Building A, Tempe campus  
**Intended Audience:** Staff  
**Core Expectation:** Resourceful, Committed to Sustainability  
ASU has a goal to achieve zero waste. To achieve zero waste, we must divert or reduce 90% of campus solid waste from the landfill through multiple efforts including: recycling, composting, reuse and repurposing, and/or aversion efforts. This workshop will help you understand how waste is handled at ASU and share some of the innovative programs our recycling program is working on to curb waste habits on campus. Learn about how you as an employee can get involved.
Critical Elements of Excellent Service  
**July 15, 8:30–10:30 a.m.**  
NHI-2, 101/102, Downtown Phoenix campus  
**Intended Audience:** Staff  
**Core Expectation:** Service-oriented, Positive Attitude, Helpful  
What is the most important thing you can do to improve relationships with our students? Improve the student experience, which is the perception students have of their interactions with ASU. This workshop will teach you the three key aspects of a service interaction important to students and how to provide better service.

Listening to Understand  
**July 21, 8:30–10:30 a.m.**  
SU Cooley Ballroom A, Polytechnic campus  
**July 22, 2015, 8:30–10:30 a.m.**  
NHI-2, 101/102, Downtown Phoenix campus  
**Intended Audience:** Staff  
**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. It’s time you understand and develop one of most important communication skills we have: the ability to hear what the other person is really saying.

Managing Up  
**Sept. 29, 8:30–10:30 a.m.**  
SU Cooley Ballroom A, Polytechnic campus  
**Intended Audience:** Staff  
**Core Expectation:** Collaborative, Team-oriented  
In today’s workplace, “managing up” is a valuable skill to cultivate a strong working relationship with your manager. It allows you to show your value as an effective and reliable worker by helping to control the workload for you and your boss. This can result in your getting more responsibility and rewarding work. You’ll learn how to assess your current “managing up” skills; understand how well you know your manager, which is crucial when managing up; and learn guidelines to help you achieve success.

Motivation and Engagement  
**Sept. 17, 8:30–10:30 a.m.**  
UCB 265/266, West campus  
**Nov. 3, 2015, 8:30–10:30 a.m.**  
NHI-1, 442, Downtown Phoenix campus  
**Intended Audience:** Managers  
**Core Expectation:** Develops Staff and Fosters Teamwork  
Want to keep employees as productive and calm as possible during these tough times? Learn how to motivate and engage them. This workshop teaches basic motivation theory and how to engage your employees.

The Power of Presence  
**Sept. 10, 8:30–10:30 a.m.**  
NHI-1, 442, Downtown Phoenix campus  
**Intended Audience:** Staff  
**Core Expectation:** Productive, Commitment to ASU  
Your professional success can be greatly influenced by how others see you, hear you and remember you. Do you have confidence in the impression you leave on others? This workshop will introduce you to the components of presence and provide simple strategies to help you develop a strong personal brand.

Presentation Skills  
**Sept. 17, 1–3 p.m.**  
UCB 265/266, West campus  
**Intended Audience:** Staff  
**Core Expectation:** Productive, Commitment to ASU  
Adapted from a new Bruna Martinuzzi book, this workshop will prepare you to deliver dynamic, effective presentations to any audience in any setting. You’ll learn how to establish credibility, capture and keep the attention of your audience, and increase your confidence even when you are nervous.

Taking Control of Conflict  
**July 23, 8:30–10:30 a.m.**  
UCB La Sala C & Foyer, West campus  
**Intended Audience:** Staff  
**Core Expectation:** Respectful Communicator  
How do you handle conflict? How is it working for you? Are you getting the results you desire? During this workshop you will explore your conflict style and practice different skills to effectively address and reduce conflict before it occurs.

True Colors© ($20)  
**Nov. 4, 1–4 p.m.**  
UCB La Sala C & Foyer, West campus  
**Intended Audience:** Staff  
**Core Expectation:** Collaborative, Team-oriented  
This interactive workshop introduces the powerful True Colors concepts. You’ll determine your True Colors personality spectrum, including your most dominant color style, and learn to recognize the True Colors of others.

Yes You Can! Personal Leadership Strategies to Rock Your Career  
**Nov. 3, 1:45–3:30 p.m.**  
NHI-1, 344/348, Downtown Phoenix campus  
**Intended Audience:** Staff  
**Core Expectation:** Resourceful, Committed to Sustainability  
This interactive, skill-building session draws from the wisdom shared in Betsy Myers book, “Take the Lead,” and Dr. Randy Pausch’s “Last Lecture.” Participants will map career aspirations and goals, discuss obstacles holding them back, draft a personal mission statement and develop a plan of action.