OFFICE OF HUMAN RESOURCES

Employee Relations & Development Unit

Workshop Descriptions

**Accounts Payable Invoices**
This course is offered to guide new and current employees through the process of paying university invoices and vouchers. With a focus on interaction and improving productivity and communication, this seminar will walk you through the mysteries of getting bills paid. Topics include: basic purchasing procedures, coding invoices for payment, how to process invoices and payments, paying consultants, catering, special payments, using petty cash, and other reimbursement methods.

**Ally Training (formerly Safe Space Training)**
Sponsored by LGBT Student Development, this program provides faculty and staff with tools to become an ally to the lesbian, gay, bisexual and transgender community. This training explores topics such as LGBTQ terminology, the coming out process, homophobia/heterosexism, transphobia/cisgenderism, straight/cisgender privilege and strategies for allyship.

**Basic Communication**
In this workshop we will explore basic communication. How do we communicate as human beings? What are the most common modes of communication? How do we get our message across? What part does listening play in our overall communication strategy? How does verbal and nonverbal ways of communicating factor in? What is your communication style? How do you communicate with others who may have a different style?

**Best Practices During an Audit**
This workshop will provide you with information about best practices during an audit. The University's financial and non-financial operations are subject to audits by several external audit groups. This workshop will include information regarding the types of audits you may encounter and who will perform the audit, the audit process, effectively interacting with auditors and proactive measures to prevent or reduce the impact of an audit.

**Beyond On-Boarding: Developing Student Employees**
In this companion workshop to Student Employment, you will learn how to manage your student employee so the employment experience is a positive one for both the student and your department. Learn how to set expectations, manage performance, provide professional development and recognize and motivate your student employees.

**Business Travel for the TU Employee**
This workshop is required for the University Business Certificate, and covers travel planning ideas, plus the most current university business travel practices. It is in compliment to the Tiger Travel on-line training videos, and goes beyond how to "fill out the forms." It is presented at an introductory level, and is available to all faculty/staff/coordinators, who would like to attend.
Business Writing I: Communicating Effectively

Your writing ability is a key element to your professional success. This course will help you strengthen business writing skills, allowing you to communicate more effectively in the workplace. Participants will learn to structure written communication, express thoughts in a concise manner, and use appropriate business language. This course applies to a variety of business documents, including memoranda, email, and business reports. Participants will perform in-class exercises and analyze workplace writing samples in order to refine their skills.

Business Writing II: Writing Like It's Your Job: Business Writing for the Rest of Us

Would you like to hone your writing skills for increased effectiveness? This course is targeted toward participants who have solid basic writing skills and would like to improve their writing effectiveness. Participants will learn to organize writing for logical flow and easy comprehension; construct concise, powerful sentences; write with a purpose; and evaluate their effectiveness. Skills gained will strengthen a variety of business documents, including memoranda, email, and short business reports. The majority of class time will be spent applying writing skills rather than learning them. Prerequisite: Business Writing I or significant writing experience.

Civility in the Workplace

Workplace incivility is a leading cause of lost time and low productivity among employees. In contrast, the more civil the workplace, the higher quality of work life, quantity, and quality of work contained within. Attend this workshop to become aware of behaviors that contribute to productivity as well as those that inhibit it, learn tools to help deal with others who act inappropriately, and how to partner with team members to establish expectations for working together and building cohesive relationships. You will gain valuable knowledge, tools, and action steps to create a more civil working environment.

Communicating in a Globally Diverse Society

TU’s faculty, staff and students represent a rich spectrum of global diversity. Thriving and leading as an employee of Towson University requires the ability to effectively communicate with individuals from distinctive cultural backgrounds. Imagine being challenged to express your ideas, verbally and non-verbally, to a diverse group with divergent cultural norms. Would you be prepared? Join us for an interactive, insightful and fun session that will provide you with tools to enhance your communication skills.

Conducting Effective Meetings

Too many meetings turn out to be time-consuming distractions from important work. They serve little purpose and waste valuable resources. The purpose of this training session is to improve your meeting skills so that you can plan and conduct more effective meetings as well as participate more effectively in any meeting you attend.

Conflict Resolution: Tools and Techniques

We can find ourselves caught in conflicts involving students, faculty, staff or others associated with the University. Resolving conflict can be challenging and a distinct set of skills is required to bring a timely and effective end to the problem. This workshop will help you manage conflict to strengthen workplace relationships by turning conflict into productive, collaborative discussions that further promote the exchange of information and ideas. Attend this workshop to gain a deeper understanding of the elements of conflict, recognize the various conflict management
styles, learn tips for handling conflict, learn to take ownership of conflict management, and enhance your own conflict management skills.

Creative Leadership (for supervisors/managers)
Creativity. Innovation. These are the secrets to leadership and organizational success. Creative energy and ideas exist throughout the entire organization and are just waiting to be tapped into and discovered. As you continue your development as a leader and consider the goals of the university, it is imperative that you learn techniques to inspire and support an environment of creativity, innovation, and passion. Attend this workshop to learn how to uncover the hidden creativity in our organization, uncover strategies to enhance and encourage workplace creativity and innovation, identify creativity barriers, and continue to build upon your personal leadership strengths.

Critical Thinking and Decision Making
Is critical thinking important in the workplace? Is effective decision making imperative for workplace success? Of course they are - yet knowing isn't enough. When lacking in the workplace, it's common to see less-than-optimal products and services, group conformity, lack of creativity, and reduced effectiveness of decisions. This workshop will provide techniques to balance and incorporate critical thinking and decision making into everyday activities. You will learn to improve your evaluation and analysis of ideas, determine the best courses of action, resolve problems, and make sound decisions.

Customer Service in Higher Education
Excellent customer service is the core of every business and every business transaction. No doubt we've all experienced excellent customer service and most likely a fair share of not-so-excellent customer service as well. We all know what it looks like when we see it. Join us for a highly interactive session to discover ways to turn your customer service skills up a notch. Attend this workshop to gain essential skills to help you identify your customers, identify common customer expectations, determine underlying expectations of internal customers, recognize levels of service, identify behaviors that constitute excellent service, recognize various modes of communication and when to use each, practice using good customer service techniques, and develop a personal action plan to improve customer service back on the job. [3 hours]

Diversity & Inclusion: Make It Happen (formerly Diversity: Can It Work for Me?)
Did you know that you play a key role in the success of Towson University 2016's diversity goals? The demographics of our region continue to change and our population is becoming increasingly diverse. As employees of Towson University we all share responsibility for fostering a campus climate that is grounded in respect and inclusiveness. In this session you will learn how you can foster and support inclusiveness and respect in your workplace setting using the F.A.I.R. approach.

Effective Followership
Organizations today are in need of followers who are willing to take initiative, seek and encourage honest feedback, or raise issues and concerns when necessary. Effective followers are proactive and have the courage to initiate change and not shy away from conflict. This workshop focuses on follower types, how to become an effective follower, and determinants of follower influence. You will learn about how effective you are as a follower, how to become more influential in your current position, and how to develop your own followers by delegating responsibility and authority to serve the best interest of your organization.
The Effective Team Member
At the core of every effective organization, there is a team of focused, committed, and reliable employees. Empowered team members with these qualities create motivated workforces. This workshop is designed to allow team members to see through the eyes of leaders to view the big picture while successfully completing daily tasks and details.

Employee/Employer Relations and the Supervisor (for supervisors/managers)
This course will provide you with information on university employee relations topics, including managing performance (such as probationary evaluations, annual evaluations, and deadlines), handling time and leave issues (such as excessive absenteeism and tardiness), disciplinary actions and procedures, and also a review of employee rights to appeal disciplinary actions.

Ethics, Privacy, Internal Control & Fraud
This workshop will provide you with information on campus social security number usage, privacy issues and concerns, an introduction to internal controls - specific to Towson University, conflicts of interest and activities for state employees, and an overview of the financial disclosure statement. (This workshop will address students and employees in the areas of social security number usage and privacy.) Job Aid: Getting Started

Giving and Receiving Effective Feedback
Giving and receiving effective feedback is an important workplace skill. Effective feedback is critical when you want to improve and correct behavior and just as important when you want to maintain and enhance positive behavior. In this workshop you will learn an effective technique for delivering effective feedback in a variety of situations. When is the best time to give feedback? What should you say? How do get buy-in from the recipient of the feedback?

Grammar I: The Basics of Grammar
Grammar—the rules that govern clear and effective writing—can strike fear into the heart of even the most hardened business professional. In this workshop, we will explore useful tips and easy methods to ensure that your writing is grammatically correct. We will discuss common problems from apostrophe usage to your vs. you’re, and you will leave with a personalized grammar checklist and a set of resources to make sure your writing always follows the standard rules of English.

Grammar II: Finding Your Inner Grammar: Use What You Know To Write What You Mean
Nervous about writing? Afraid that your grammar isn't up to snuff? This workshop will help you realize you know more than you think you know. In this workshop, you will assess your grammar skills, identify your writing strengths,
and practice writing exercises to display your strengths and develop your grammar proficiency. 
Prerequisite: Grammar I or significant writing experience.

**Improving Personal Productivity**
Learn to manage simultaneous responsibilities and projects by learning how to: Set S.M.A.R.T. Goals, manage your time, handle interruptions, delegate tasks, avoid procrastination, identify and focus on priorities, and organize your desk and yourself.
[3 hours]

**Interview and Selection Techniques** (for supervisors/managers)
Do you anticipate job openings in your department and haven't conducted a job search for several years? Have you conducted interviews but not at Towson University? Maybe you've never conducted an interview. Here's your opportunity to learn about appropriate interviewing procedures from A to Z (completing the requisition to making the job offer). Topics to be covered include: reviewing resumes and applications, developing interview questions, acceptable versus unacceptable questions to ask, telephone screening, scheduling the interview, common interviewing pitfalls, conducting and evaluating the interview, selecting the best candidate, Americans with Disabilities Act, and Affirmative Action compliance. Job Aid: Getting Started

**Introduction to PeopleSoft Financials and Department Budget Reporting**
This introductory workshop is required for all those who are new to PeopleSoft Financials and who need access to their department budgets. Learn about the chart of accounts, parent/child budgeting and transfers, how to gain access to the system, how to navigate within PeopleSoft Financials, how to run your nVision budget reports and how to view the expenses that have posted to your department budget.
[1.5 hours]

**Leadership Foundations** (for supervisors/managers)
Your leadership approach and effectiveness has a tremendous impact on individual and team performance and on the workplace environment. To make a more positive impact, it is crucial that leaders take a more conscious, deliberate look at how they lead. This highly interactive workshop helps you address key questions and issues about leadership: What do we really mean by 'leadership' at Towson? What are the key expectations, the key skills and characteristics of effective leaders? What can I do to develop stronger leadership practices?
[7 hours]

**Managing Your Career**
Whether you are seeking advancement in your current field or want to explore other careers at the University, this course will help you set a direction for your future. Take an in-depth look at your personal strengths, interests, and skills, and use this insight to choose a direction that will be fulfilling and enjoyable, and identify the job opportunities that provide the best fit for you.

**Managing Your Strengths**
Take an in-depth look at your personal strengths, interests and skills. Identifying and using your strengths is the key to improving individual effectiveness and team performance. You may even identify future career possibilities or ways to mentor less experienced colleagues. **Note:** Attendees must complete the Clifton StrengthsFinder Assessment in order to attend. Your code and directions will be provided once you register.
**Mock Hearing** (for supervisors/managers)

Are you prepared for a grievance/disciplinary hearing? Gain knowledge of expectations and the process by participating in the mock grievance/disciplinary hearing based upon multiple hypothetical workplace scenarios. Recommended prerequisite: Employee/Employer Relations and the Supervisor or equivalent training.

**Motivating Your Employee**

Even when budgets are tight, you can make investments in your employees without costing you a lot of money. These investments have both short-term and long-term payoffs in increased levels of commitment and productivity for your employees. Did you know that money is not the top motivator? Attend this workshop to find out what is the top motivator and learn ways that you can retain your best people. We will cover informal and formal rewards, awards, and things that you may not have even thought about as ways to motivate. [2 hours]

**New Hire Orientation (Connections)**

This weekly orientation, called Connections, will familiarize new hire faculty and staff with the University’s mission, strategic plan, diversity goals, and other initiatives. It also provides an overview of available resources and benefits that aid the new hire in becoming more “connected” with the campus community. [6.5 hours]

**ORG Accounts and Non-departmental Invoices**

This workshop will provide attendees with the “how to” information needed in completing a non-departmental invoice, understanding the ORG/Customer Account, obtaining and using the correct Item Type Code for invoicing, understanding the payment and collection processes, and where and how non-departmental invoices can be obtained. A printed reference guidebook will be provided to all attendees. Click here for additional information and to register for this workshop.

**Overcoming Roadblocks in Gender Communication**

Do men and women communicate differently? Does it matter? Genetics, learned roles, and socialization all contribute to differences in the ways men and women communicate. In the workplace, differences in male and female communication styles can lead to misunderstanding, conflict, and mistakes. Attend this workshop to learn more about these cultural differences, how to apply communication styles to help avoid gender-related conflicts that can impede your success, how to keep conflicts from escalating, and how to confront others in a way that minimizes defensiveness and hostility.

**Performance Management: The Employee’s Role**

Take an active role in planning your future. This workshop will provide you with tools and techniques to assess your own performance and communicate your accomplishments. You will learn how to identify barriers to success and enlist your supervisor’s assistance to overcome them. Learn how to work with your supervisor to set clear and achievable goals for the coming year.
Power, Politics, and Influence
Skill use of power and political tactics can be an important first step toward becoming more influential in the workplace. This workshop focuses on the interplay between personal power, politics, and influence processes. You will learn how and when to use a variety of influence tactics, what your preferred and most often used influence tactics are as well as the types of power available to you and how to increase each power base. The workshop will also provide an overview of three common political behaviors (networking, reciprocity, and coalition) and how they are used in organizations today.
[3 hours]

Procurement & Contracts 101
This course is an overview of the University Procurement Policies developed as a result of the University System of Maryland (USM) Procurement Policies and Procedures, approved by the Board of Regents on December 3, 1999. We will review key considerations in making purchases of goods and services such as formulating specifications, procurement method selection, sole sources, reporting and approval requirements (and how this may affect the timeline), contract execution, minority and preference provider goals, small business reserve program, as well as vendor performance issues.
[3 hours]

Procurement Card Program
Training for the Corporate Procurement Card Program is required for all University employees who make delegated purchases for their department prior to the receipt of their procurement card, and recommended for budget officers, supervisors, and department managers. This new cardholder presentation gives the basic procedures for using the procurement card. Cardholders are provided copies of the University's Corporate Procurement Card Policies and Procedures manual, Financial Service's ProCard Transaction Reallocation and Reconciliation System manual, and the form used for the Corporate Procurement Card Program Compliance Review.

Project Management
Do you ever wonder what it would be like to actually complete every project that comes your way on time, within budget, and with a feeling of utter satisfaction? No doubt, you’ve had some standout experiences that went without a glitch, but there is a way to keep all of your projects running smoothly, on time, and within the appointed budget. We’ll provide a step-by-step process you can follow with ease. We’ll take you from the beginning of the project through its completion. Attend this workshop to learn how to: initiate a project, form and utilize a great team, develop a realistic plan, monitor and control the project, select and use tools and techniques to help you lead the project, and gain support from those with vested interest, recognize your limitations and avoid common pitfalls, and how to recover when things don’t go according to plan. It all starts with a project simulation.

Shackleton of the Antarctic and Your Leadership Journey (for supervisors/managers)
This course explores the leadership principles exemplified in the story of Sir Ernest Shackleton's heroic journey to the Antarctic in 1915, and his eventual rescue of the twenty-seven men stranded there for almost two years. Participants will learn the key elements of his leadership style, and begin the process of incorporating them into their own leadership journey.
**Speak Up!**

How often have you wished that you had responded to something that was said or done? Many of us have had this unsettling experience due to uncertainty regarding how to respond. The Office of Diversity and Equal Opportunity is offering a dynamic Speak Up! workshop that will provide you with the tools necessary to challenge everyday bigotry. Speak Up! workshops foster discussion of encounters that individuals have had with everyday bigotry, from stores to restaurants, the classroom, or workplace. Participants openly share stories about incidents with a variety of people and how best to respond. Participation in this workshop will provide an opportunity for you to develop and practice appropriate responses in order to be ready to address bigotry in a manner that is both effective and civil.

**Student Employment**

This seminar is designed to aid faculty and staff involved in the hiring and/or supervising of student employees. This workshop will provide you with an overview of the student employment process including recruitment, the hiring process, Federal Work Study program, and timesheets. More specifically, it will focus on the actual "how to" process of interviewing and hiring a student employee, clearing the student employee through the Payroll Office, submitting timesheets, and how the student receives paychecks. Representatives from the Career Center, Human Resources, and the Financial Aid Office will join Payroll in this workshop and will be available to answer any of your questions. [3 hours]

**Successfully Managing Change** (for supervisors/managers)

Change is inevitable and is the key to organizational success. Knowing this doesn’t make it any easier to deal with or manage. In this workshop, we will explore the impact that change has on employees; the actions that management and support staff can take to enable a healthy response to change; and the forces behind organizational change and the implications for the organization. We will discuss strategies for developing resilience in those affected by the change, and develop a plan for navigating staff through the change.

**Supervising Student Employees**

This workshop will define your role as a supervisor to student employees. You will learn how this generation of students likes to work and learn. We will explore ways to create an environment that supports students in gaining and refining necessary skills for the workplace. You’ll learn how to give feedback, reward, and recognize your student employees. This workshop will also address strategies for when things don’t go as planned. [3 hours]

**Unrelated Business Income Tax**

The Unrelated Business Income Tax (UBIT) course will supply participants with a basic understanding of what constitutes unrelated business income. Topics that will be covered include what activities can be classified as trade or business, the difference between tax exempt and taxable income in the university setting, how the mission of the school affects classification of income, and the exclusions of income that are allowed under the UBIT definition. [3 hours]

**What’s Your Type? The Myers-Briggs Type Indicator**

Personality similarities and differences can facilitate or block your productivity. You can’t change the people you work with, but you can understand them better. This workshop will help you identify your own work style and sharpen interpersonal skills to heighten your personal job effectiveness. Learn how to work better with colleagues while remaining comfortable with yourself.
Working With Transgender Students on the College Campus

College campuses across the United States are beginning to see an increase in the enrollment of students who identify as gender variant and/or transgender. We have learned much in recent years about the unique challenges facing transgender students and how we, as educators, can better support their personal, social, academic and professional success. Sponsored by LGBT Student Development, this workshop will explore the topic of gender variance, explore some of the unique challenges facing transgender and gender variant students and prepare faculty and staff with the information needed to create a more inclusive classroom and campus climate.

Working with You Is Killing Me

This session will focus on the importance of interpersonal relationships with co-workers and how to fix these relationships when they start to cause problems. It will help you recognize not only the symptoms of a negative workplace relationship but also the role each of us plays in these situations. You will learn how to set boundaries and control your reactions to co-workers who cross those boundaries. You will also practice “unhooking” yourself from difficult interpersonal situations at work.

[3 hours]

Workplace Violence

This course will define workplace violence, discuss relevance to today’s workplace, review prevention methods, offer appropriate responses to workplace violence incidents, as well as identifying available resources.

[online]

Towson University Professional Development Competencies

Communication

Utilizes strong listening skills to formulate direct, responsive answers to questions; organizes and expresses ideas clearly both orally and in writing; keeps others informed of the status of projects and activities; ensures that regular communication occurs based on the needs of the project or the individual; clarifies the meaning and intent of others’ communication when it is unclear; tailors communication to the level and experience of the audience; uses analogies, visuals, and other techniques to effectively communicate complex ideas; creatively identifies and utilizes effective communication channels and methods

Customer Service

Treats customers courteously; responds to customer requests in a timely manner; takes responsibility to resolve customer complaints; proactively identifies customer needs; elicits feedback from customers to monitor their satisfaction; creates strategies to help the University serve customers more effectively; considers both short- and long-term interests of the customer in making service decisions

Diversity

Demonstrates commitment to the University’s diversity goals; supports equal and fair treatment and opportunity for all; deals effectively with people of all races, nationalities, cultures, abilities, ages, genders, sexual orientations, etc.; demonstrates respect for opinions and beliefs of others
Leadership
Demonstrates a long-term strategic focus; acts as a catalyst for change; builds and shares the vision with others; inspires, motivates, and guides others to goal achievement/accomplishment; develops networks and builds alliances; identifies the internal and external politics that impact work.

Management & Supervision
Sets clear goals and expectations for staff; provides challenging tasks and assignments to subordinates; holds staff responsible and accountable for their work; delegates clearly and appropriately; delivers timely and meaningful guidance and feedback.

Financial & Technical Skills
Demonstrates the functional and technical knowledge and skills to do the job at a high level of accomplishment; learns technical and business skills quickly; applies knowledge and learned skills to the workplace.
(majority of courses offered through the Office of Technology Services, Financial Services, and Management Advisory and Compliance Services)