





OFFICE OF HUMAN RESOURCES

Employee Training and Development

- [Compliance Training](#)
- [Training offered by OTS](#)
- [PeopleSoft Training](#)

2018 Spring Development Schedule



Date	Time	Location	Event
<i>Want to register for upcoming workshops?</i>			Please click on the Workshop Registration link unless there is a note under the title to register there.
January 3, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
January 10, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
January 11, 2013	1:00 pm – 3:00 pm	Linthicum Room 016	Introduction to PeopleSoft Financials and Department Budget Reporting [for those who need access to Department Budgets] Presented by: Financial Services 
January 11, 2018	8:30 am – 1:00 pm	AD120	Building Bridges Across Maryland Cohort IX - Customer Service in Higher Education is No Different Than Anywhere Else (Session 5) [Invitation only Program]
January 17, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources

January 22, 2017 DATE CHANGE	2:00 pm – 4:00 pm	AD120	<u>Civility In The Workplace</u> Presented by: Alison Peer, Office of Student Conduct and Civility  <u>Register</u>
January 24, 2018	8:00 am - 12:00 pm	AD120	<u>Connections (new hire orientation)</u> Presented by: Office of Human Resources
January 25, 2018 <u>Click here for Financial Services training to register</u>	1:00 pm – 3:00 pm	Linthicum Room 016	<u>Intermediate Features in PeopleSoft Financials for Department User</u> [for those with PSF Access already] Presented by: Financial Services 
January 30, 2018	1:00 pm - 4:00 pm	AD120	<u>The Effective Team Member</u> Presented by: Michele Hunt, Office of Human Resources  <u>Register</u>
January 31, 2018	8:00 am - 12:00 pm	AD120	<u>Connections (new hire orientation)</u> Presented by: Office of Human Resources
Date	Time	Location	Event
<i>Want to register for upcoming workshops?</i>			Please click on the <u>Workshop Registration</u> link unless there is a note under the title to register there.
February 1, 2018	2:00 pm - 3:00 pm	AD120	Civilian Response to Active Shooter Events (CRASE) Presented by: Environmental Health & Safety and the University Police <u>Register</u>
February 1, 2018	3:00 pm – 4:00 pm	AD120	Medical Action Knowledge Emergency Intervention (MAKE IT) Presented by: Environmental Health & Safety and the University Police <u>Register</u>

February 6, 2018	1:00 pm – 4:00 pm	AD120	<p>Improving Personal Productivity Presented by: Michele Hunt, Office of Human Resources</p>   Register
February 7, 2018	8:00 am - 12:00 pm	AD120	<p>Connections (new hire orientation) Presented by: Office of Human Resources</p>
February 8, 2018	8:30 am - 1:00 pm	TBA	<p>Building Bridges Across Maryland Cohort VIII - Inclement Weather Date</p> <p style="text-align: center;">[Invitation only Program]</p>
February 9, 2018	2:00 pm - 4:00 pm	AD120	<p>Business Travel for the TU Employee Presented by: Financial Services</p>   Register
February 13, 2018	9:00 am – 12:00 pm	AD120	<p>Diversity - Can It Work For Me? Presented by: Lavern Chapman, Office of Inclusion and Institutional Equity</p>  <p style="text-align: center;">Register</p>
February 13, 2018	2:00 pm – 4:00 pm	AD120	<p>Accounts Payable Presented by: Julie Hall, Financial Services</p>   <p style="text-align: center;">Register</p>
February 16, 2018	1:00 pm – 4:00 pm	AD120	<p>Critical Thinking & Decision Making Presented by: Michele Hunt, Office of Human Resources</p>    <p style="text-align: center;">Register</p>
February 20, 2018	12:00 pm - 1:00 pm	AD120	<p>Budgeting (Required) Presented by: PNC Bank</p>  <p style="text-align: center;">Register</p>
February 21, 2018	8:00 am - 12:00 pm	AD120	<p>Connections (new hire orientation) Presented by: Office of Human Resources</p>

February 22, 2018	1:00 pm – 4:00 pm	AD120	<p>Managing Your Strengths Presented by: Michele Hunt, Office of Human Resources</p>  <p>Note: Attendees must complete the Clifton StrengthsFinder Assessment in order to attend. Please send an email to hrtraining@towson.edu to request instructions.</p> <p>Register</p>
February 23, 2018	9:00 am – 12:00 pm	AD120	<p>Business Writing I: Communicating Effectively Presented by: Dr. Sarah Gunning, Department of English NOTE: Must register no later than one week before the workshop so that pre-work assignment can be completed.</p>  <p>Register</p>
February 27, 2018	9:00 am - 12:00 pm	AD 120	<p>Improving Personal Productivity Presented by: Michele Hunt, Office of Human Resources</p>  <p>Register</p>
February 28, 2018	8:00 am - 12:00 pm	AD120	<p>Connections (new hire orientation) Presented by: Office of Human Resources</p>
Date	Time	Location	Event
<i>Want to register for upcoming workshops?</i>			Please click on the Workshop Registration link unless there is a note under the title to register there.
March 1, 2018	10:00am - 11:00 am	AD120	<p>Civilian Response to Active Shooter Events (CRASE) Training</p> <p>Presented by: Environmental Health & Safety and the University Police</p> <p>Register</p>

March 1, 2018	11:00 am – 12:00 pm	AD120	MAKE IT Training Presented by: Environmental Health & Safety and the University Police Register
March 6, 2018	9:00 am – 12:00 pm	AD 120	Conflict Resolution: Tools and Techniques Presented by: Michele Hunt, Office of Human Resources  Register
March 7, 2018	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
March 8, 2018	1:00 pm – 4:00 pm	AD120	Procurement & Contracts 101 Presented by: Danny Mays, Procurement  Register
March 9, 2018	1:00 pm - 3:00 pm	AD120	Business Travel for the TU Employee Presented by: Financial Services  Register
March 9, 2018	11:00 am - 1:00 pm	McDaniel College The Forum	Building Bridges Across Maryland Cohort VIII - Graduation <p style="text-align: center;">[Invitation only Program]</p>
March 14, 2018	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
March 15, 2018	12:00 pm – 1:00 pm	AD120	Retirement Planning (required) Presented by: PNC Bank  Register

March 21, 2018	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
March 22, 2018	9:00 am – 12 noon	AD120	Working With You Is Killing Me! Presented by: Michele Hunt, Office of Human Resources  Register
March 28, 2018	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
Date	Time	Location	Event
<i>Want to register for upcoming workshops?</i>			Please click on the Workshop Registration link unless there is a note under the title to register there.
April 4, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
April 5, 2018	2:00 pm – 3:00 pm	AD120	Civilian Response to Active Shooter Events (CRASE) Training Presented by: Environmental Health & Safety and the University Police Register
April 5, 2018	3:00 pm – 4:00 pm	AD120	MAKE IT Training Register
April 11, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
April 12, 2018	9:00 am - 12 noon	AD120	Student Employment Presented by: Lorraine Hart, Financial Services  Register

April 17, 2018	9:00 am – 12:00 pm	AD120	<p><u>Managing Your Strengths</u> Presented by: Michele Hunt, Office of Human Resources</p>  <p>Note: Attendees must complete the Clifton StrengthsFinder Assessment in order to attend. Please send an email to hrtraining@towson.edu to request a code and instructions.</p> <p>Register</p>
April 18, 2018	8:00 am - 12:00 pm	AD120	<p><u>Connections (new hire orientation)</u> Presented by: Office of Human Resources</p>
April 20, 2018	9:00 am - 12:00 pm	AD120	<p><u>Customer Service in Higher Education</u> Presented by: Michele Hunt, Office of Human Resources</p>  <p>Register</p>
April 24, 2018	12:00 pm - 1:00 pm	AD120	<p>Maximizing Home Ownership (Elective) Presented by: PNC Bank</p>  <p>Register</p>
April 25, 2018	8:00 am - 12:00 pm	AD 120	<p><u>Connections (new hire orientation)</u> Presented by: Office of Human Resources</p>
April 26, 2018	10:00am - 11:00 am	AD120	<p>Civilian Response to Active Shooter Events (CRASE) Training Presented by: Environmental Health & Safety and the University Police</p> <p>Register</p>
April 26, 2018	11:00 am – 12:00 pm	AD120	<p>MAKE IT Training Presented by: Environmental Health & Safety and the University Police</p> <p>Register</p>
Date	Time	Location	Event

Want to register for upcoming workshops?			Select Register under each workshop or as otherwise noted.
May 2, 2018	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
May 3, 2018	10:00am - 11:00 am	AD120	Civilian Response to Active Shooter Events (CRASE) Training Presented by: Environmental Health & Safety and the University Police Register
May 3, 2018	11:00 am – 12:00 pm	AD120	MAKE IT Training Presented by: Environmental Health & Safety and the University Police Register
May 9, 2018	9:00 am - 11:30 am	SECU Arena	Annual Service Awards Ceremony Presented by: Office of Human Resources
May 10, 2018 Note: This is a Thursday	8:00 am - 12:00 pm	AD 120	Connections (new hire orientation) Presented by: Office of Human Resources
May 16, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
May 17, 2018	12 noon - 1:00 pm	AD120	Financial Planning Overview Presented by: PNC Bank  Register
May 23, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
May 30, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
May 30, 2018	8:00 am - 4:00 pm	University Union	23rd Annual Staff Development Conference Presented by: Towson University Staff Council (TUSC)

Date	Time	Location	Event
Want to register for upcoming workshops?			
June 6, 2018	8:00 am - 12:00 pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
June 7, 2018	12 noon – 1:00 pm	AD120	Credit 101 (required) Presented by PNC Bank Register
June 7, 2018	2:00 pm - 3:00 pm	AD120	Civilian Response to Active Shooter Events (CRASE) Training Presented by: Environmental Health & Safety and the University Police Register
June 7, 2018	3:00 pm – 4:00 pm	AD120	MAKE IT Training Presented by: Environmental Health & Safety and the University Police Register
June 13, 2018	8:00 am - 12:00 pm	AD424	Connections (new hire orientation) Presented by: Office of Human Resources
June 20, 2018	8:00 am - 12:00pm	AD424	Connections (new hire orientation) Presented by: Office of Human Resources
June 27, 2018	8:00 am - 12:00pm	AD120	Connections (new hire orientation) Presented by: Office of Human Resources
June 28, 2018	10:00 am – 11:00 am	AD120	Civilian Response to Active Shooter Events (CRASE) Training Presented by: Environmental Health & Safety and the University Police Register
June 28, 2018	11:00 am – 12:00 pm	AD120	MAKE IT Training Presented by: Environmental Health & Safety and the University Police

			Register

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 method.

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 decision.

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.)